

## **Volume 3**

### **Financial Policies and Procedures Manual**

#### **Part 5**

#### **Transfer Payments**

#### **Chapter 5.15**

#### **Dealing with Allegations and Complaints**

##### **1.0 Purpose**

To clarify the roles and responsibilities of the Department of Indian Affairs and Northern Development (DIAND) and its relationship with police forces having jurisdiction to investigate alleged allegations and complaints; and clarify the role of DIAND in dealing with complaints and provide direction on processing complaints and allegations.

##### **2.0 Scope**

2.1 This policy applies to all DIAND employees.

2.2 This policy applies to the Canada/First Nations Funding Agreement (CFNFA) and all other Funding Arrangements signed by the Department of Indian Affairs and Northern Development (DIAND).

##### **3.0 Authorities and References**

See Appendix A

##### **4.0 Issuing Authority**

This policy is issued under the authority of the Assistant Deputy Minister, Economic Development and Special Initiatives, Indian and Northern Affairs Canada, on behalf of Canada.

##### **5.0 Definitions**

See Appendix B

## **6.0 Management Policy**

DIAND's management of allegations and complaints is based on the following principles:

- a) that DIAND is committed to effectively and promptly respond to all allegations and complaints;
- b) that DIAND supports the building of strong, effective First Nations (FN) / Inuit governments that are accountable to an empowered membership; and
- c) that maintaining confidentiality in compliance with the *Privacy Act* is an integral part of the allegations and complaints process.

### **6.1 DIAND's role in dealing with allegations**

When DIAND receives allegations, its role is to ensure that allegations are quickly brought to the attention of the appropriate police force.

DIAND's role is to follow up on any related complaint(s) (i.e. non-criminal concerns) that may be implicit in the allegation.

Police forces have exclusive responsibility to consider and investigate potential criminal acts.

The relationship between DIAND and the Royal Canadian Mounted Police (RCMP) related to dealing with allegations is set out in the Memorandum of Understanding (see Appendix C).

### **6.2 DIAND's role in dealing with complaints**

DIAND will gather all available information relevant to the complaint and, working with the FN / Inuit government organization, may attempt to facilitate a resolution to the complaint where appropriate.

### **6.3 Policy Framework**

The policy framework within which DIAND manages allegations and complaints comprises:

- a) the terms and conditions of the funding arrangements through which DIAND flows funding to recipients;

- b) the *Indian Act*; and
- c) First Nations / Inuit governance frameworks.

#### 6.3.1 Funding Arrangements

The framework includes the terms and conditions set out in funding arrangements with recipients.

#### 6.3.2 *Indian Act*

The framework will include provisions of the current *Indian Act*, as well as any future legislation related to FN / Inuit governance and/or Canada-First Nations / Inuit fiscal relations, or both.

#### 6.3.3 First Nations / Inuit Governance Frameworks

The framework includes the provisions set out under existing constitutions, laws, by-laws, financial codes, conflict of interest codes, policies, leadership selection codes, etc. of FN / Inuit.

#### 6.4 Management Procedures

The following procedures shall guide the management of allegations and complaints. These procedures may be supplemented by regional procedures and guidelines to reflect specific regional practices in detail, generally developed from the National Guidelines (see Appendix D).

##### 6.4.1 Receipt of Information

Allegations and complaints may be received from any source, including but not restricted to, FN / Inuit members; First Nations / Inuit government officials; the media; the public; suppliers; and DIAND staff.

Allegations and complaints received by any DIAND employee should be immediately referred to the appropriate allegations and complaints coordinator (e.g. regional or national).

A verbal allegation and complaint shall be noted in writing, using a standard Record of Allegation / Complaint form (see Appendix E).

A written allegation or complaint shall be treated in accordance with the *Privacy Act (PA)* and its regulations.

#### 6.4.2 Record of Allegations and Complaints System (RACS)

Every allegation or complaint received by DIAND shall be recorded in the Record of Allegations and Complaints System (RACS).

Allegations and complaints shall be classified and categorized according to departmental Security Policy, the National Guidelines, and in accordance with the time limits identified in the retention and disposition schedule under the applicable Records Management Policy.

#### 6.4.3 Follow Up

Generally, the responsibility for following up on allegations and complaints will rest with DIAND regions, except in cases of potential conflict of interest (see Appendix D).

Regions will take the lead in determining the nature and form of the response to complainants:

- allegations . appropriate police force
- complaints . Office of Primary Interest (OPI)
- complaints within allegations . OPI and appropriate police force

As set out in paragraph 6.1, allegations received by DIAND will be brought to the attention of the appropriate policing authority in a timely manner. Regardless of whether individuals indicate that they will take their concerns directly to the appropriate police force, DIAND will forward allegations it receives to the attention of the appropriate police force. Where there is a complaint, DIAND is responsible for following up on such non-criminal management concerns.

As a general principle, DIAND will work with FN / Inuit to support the prevention, detection and follow up to allegations or complaints of potential mismanagement.

### **7.0 Responsibilities**

#### 7.1 The Regional Director General (RDG):

- a) implements this policy in the region and the required processes relevant to its application; and
- b) ensures appropriate resources are in place to support the efficient management of the file in the region by the Regional Allegations and Complaints Coordinator.

7.2 The Regional Allegations and Complaints Coordinator:

- a) is delegated by the RDG to ensure that allegations and complaints are properly recorded, all parties having an interest in a particular incident are informed, and ensure appropriate action is taken;
- b) liaises with policing authorities on the status of allegations initially received by the Minister or Deputy Minister, and subsequently forwarded to them; and
- c) is delegated by the RDG to provide functional direction, advice and/or assistance to regional management and staff.

7.3 The Regional Directors and Responsibility Centre Managers (RCM):

- a) administers the *Financial Administration Act* (FAA) and associated regulations and directives, including ensuring that staff is aware of their legal reporting obligations pursuant to the FAA;
- b) ensures that their staff are fully knowledgeable of their obligation to properly report allegations pursuant to section 80(e) of the FAA, which deals with offences and punishment and stipulates that:

*“80. Every officer or person acting in any office or employment connected with the collection, management or disbursement of public money who (e) having knowledge or information of the contravention of this Act or the regulations or any revenue law of Canada by any person, or of fraud committed by any person against Her Majesty, under this Act or the regulations or any revenue law of Canada, fails to report, in writing, that knowledge or information to a superior officer.”* and

- c) ensures that their staff understand that they are required to refer any allegations or complaints they receive to the Regional Allegations and Complaints Coordinator in support of the application of this policy.

7.4 The National Allegations and Complaints Coordinator:

- a) provides functional direction and training with respect to the general application of this policy;
- b) prepares management reports, including those required by Treasury Board policy;
- c) provides for the periodic review and update of this policy, including compliance reviews of the application of this policy; and
- d) maintains an allegation database pursuant to Treasury Board risk management policy.

7.5 The Director, Transfer Payments:

- a) reflects the requirements of this policy in national generic funding arrangements and reporting handbooks and guides; and
- b) strengthens standard methods of operation in support of this policy, including remedial management processes.

7.6 Enquiries

Further information or clarification regarding this procedure is available from the Transfer Payments Directorate, Economic Development and Special Initiatives.

**Authorities and References**

*Access to Information Act (AIA)*

Auditor General's Report, 1999

Criminal Code, Section 122, Breach of Trust by Public Officer, Section 126, Disobeying a Statute, and Section 380, Fraud

*Financial Administration Act (FAA)*, Section 80, Offences and Punishment

Financial Policies and Procedure Manual, Volume 3, Chapter 5.6 - Monitoring of Compliance

Financial Policies and Procedure Manual, Volume 3, Chapter 5.10 - Recipient Audit

Financial Policies and Procedure Manual, Volume 3, Chapter 5.11 - Remedial Action

Financial Policies and Procedure Manual, Volume 3, Draft - Chapter 5.13 - Credit and Indebtedness Policy

Financial Management Manual, Volume 3, Chapter 6.11 - Losses of Money and Offences and Other Illegal Acts Against the Crown

*Indian Act (IA)*

Managing Funding Arrangements, Volumes 1.1 and 1.2, March 12, 1996, - Managing Funding Arrangements: DIAND's Accountability Framework.

*Privacy Act (PA)*

Public Accounts Committee Report

Treasury Board Guide on Financial Administration, Chapter 9.4 - Grants and Contributions

Treasury Board Manual, Financial Management, Chapter 5.8 - Losses of Money and Offences and Other Illegal Acts against the Crown

Treasury Board Manual, Material Services and Risk Management

Treasury Board Government Security Policy

Canadian Institute of Chartered Accountants (CICA) Handbook

Public Sector Accounting and Auditing (PSAA) Handbook

## APPENDIX B

### Definitions

- Allegation:** suggestion of criminal wrongdoing raised in the context of perceived action or inaction on the part of officials of FN / Inuit government bodies or organizations.
- First Nations / Inuit Member:** a person whose name appears on a membership list or who is entitled to have his or her name appear on a membership list, e.g., maintained under s. 10 or s. 11 of the *Indian Act*.
- Complaint:** concern of a non-criminal nature raised about perceived action or inaction on the part of officials of FN / Inuit government bodies or organizations.
- Conflict of Interest Guidelines:** for the purposes of this policy, the guidelines developed by the recipient organization in accordance with the funding arrangement, such that elected and staff officials of the recipient organization are prevented from personally benefiting from their office beyond their agreed upon compensation as a result of the position they hold. Further, without limitation that where elected and staff officials have a vested personal interest in the outcome of the decision making process, such officials shall disclose that interest and not take part in the decision relating thereto.
- First Nation / Inuit government body/organization:** for the purposes of this policy, is defined to include: any "band", as defined by the *Indian Act*; any other elected, or otherwise selected leadership of a First Nation / Inuit, tribal council or other political organization; any First Nation / Inuit bodies and/or organizations receiving funds from Canada, or having delegated authority to administer programs and services; any First Nation / Inuit owned or controlled trust or economic development interests; any director, officer, trustee, employee, or agent of the above.
- Funding Arrangement:** a document containing the terms and conditions by which a transfer payment is made by the Crown to a recipient for the delivery of activities and services.



<b>Office of Primary Interest (OPI):</b>	managerial unit with the expertise in the delivery of a program or service responsible for responding to an allegation or complaint. For example, Funding Services would be the appropriate OPI on complaints relating to funding arrangements, capital projects, social development and education. Lands and Trust Services would be the OPI dealing with elections, estates, membership, leases, permits, certificates of possession, removal of reserve resources, such as timber, gravel, quarrying, dumping, minerals.
<b>Record of Allegations and Complaints System (RACS):</b>	national database which tracks the management of allegations and complaints by DIAND.
<b>Recipient:</b>	the accountable party receiving resources through a funding agreement.
<b>Remedial Management Process:</b>	a series of steps defined within a funding arrangement, to confirm and correct problems which come to exist or are arising with respect to a recipient meeting the obligations under the funding agreements.
<b>Responsibility Centre Manager (RCM):</b>	an individual in charge of an organizational unit who has been formally delegated the discretionary power to budget and redeploy funds within an approved budget, and who through the performance of certain operational tasks or functions has the responsibility for unit achievement and is accountable for satisfactory attainment of objectives.
<b>Terms and Conditions:</b>	sets out the obligations between the parties to a funding arrangement. They may be contained within the funding arrangement itself and other documents referred to within the funding arrangement, such as reporting handbooks or guides; remedial management plan; or related agreements (e.g., tripartite education agreement).
<b>Transfer Payment:</b>	a payment made from budgetary appropriations for which no goods or services are received by the Crown.

**Memorandum of Understanding**

**between**

**the Department of Indian Affairs and Northern Development (“DIAND”)**

**and**

**Health Canada (“HC”)**

**(collectively referred to as “the participating departments”)**

**and**

**the Royal Canadian Mounted Police (the “RCMP”)**

**(the participating departments and the RCMP collectively  
referred to as “the Parties”)**

**WHEREAS:**

The DIAND and HC share interests with respect to the effective management of public funds which they administer in their programs and services and are committed to developing a consistent and effective process to address allegations of criminal wrongdoing in respect of these programs and services;

Allegations of criminal wrongdoing are most often brought to the attention of the federal government through third party allegations made to a federal government employee and, in some cases, evidence of fraudulent activities is detected by departmental employees during the monitoring of programs and services;

Some of these allegations may constitute an offence under the *Criminal Code*, or other federal, provincial, or territorial legislation;

The RCMP has the jurisdiction to investigate allegations of the perpetration of a criminal offence under federal legislation as well as an offence committed against Her Majesty in Right of Canada and/or the Government of Canada, its departments and agencies;

The RCMP has the jurisdiction to investigate allegations of the perpetration of a criminal offence in the provinces, territories and municipalities in respect of which a police services agreement has been executed between the Government of the province, territory, or municipality and the RCMP;

**NOW THEREFORE** the Parties have mutually undertaken as follows:

## **1.0 PURPOSE**

The purpose of this Memorandum of Understanding (MOU) is to encourage and facilitate continued cooperation between the Parties with respect to the referral of allegations of criminal wrongdoing to the RCMP. This MOU sets out the process and guidelines to effectively address allegations in relation to criminal matters.

## **2.0 MUTUAL CONSULTATION**

- 2.1 The participating departments and the RCMP undertake to consult and meet as required with respect to the handling of allegations, and to discuss the merits and appropriateness of referring allegations to the RCMP for investigation. The participating departments understand that the RCMP is ultimately responsible for determining whether or not to proceed with an investigation.
- 2.2 In respect of allegations which have been referred to the RCMP for investigation, the RCMP undertakes to continue its current practice of consulting with the department involved.
- 2.3 The Parties acknowledge that nothing in this MOU prevents the participating departments from informally discussing allegations with the RCMP and in such cases compliance with the terms of clauses 3.3 and 3.5 of this MOU is not required.

## **3.0 REFERRAL CONDITIONS**

### **3.1 Screening process**

The participating departments undertake to employ a screening process prior to referring the matter to the RCMP in order to assist in determining whether the alleged wrongdoing is a criminal offence rather than an administrative irregularity or the mismanagement of funds. Where there is uncertainty in respect of whether the matter may constitute a criminal offence, the participating departments undertake to consult with the RCMP as set out in paragraph 2.1.

### **3.2 Referral of allegations within one of the participating departments**

- 3.2.1. Where it appears to an employee of one of the participating departments that a criminal offence has been committed, is being committed or that there is an intention to commit an offence by a non-governmental third party in respect of a program or service administered by the department, the matter will be referred to the Coordinator or departmental designate appointed to handle allegations. Where it appears to this Coordinator or departmental designate that a criminal offence may have been perpetrated in respect of a departmental program or service, the department undertakes to refer, to the extent authorized by law, the matter to the RCMP or police force having jurisdiction to investigate the alleged offence.

### 3.3 Information to be provided

When referring a matter to the RCMP, the participating departments undertake to provide information to enable the RCMP to properly investigate the complaint, including but not limited to:

- i. the nature of the offence,
- ii. the name of the person or persons who have made the allegation,
- iii. the name of the individual or individuals who are alleged to have committed an offence,
- iv. the alleged victim of the offence,
- v. the nature and factual circumstances surrounding the perpetration of the alleged offence,
- vi. an approximation of date and time period during which the offence took place,
- vii. other potential witnesses or individuals having knowledge of the offence,
- viii. the place where the alleged offence is believed to have been carried out,
- ix. where the offence is alleged to involve fraud, breach of trust, theft or any other offence involving public funds, the estimated amount of monies involved.

### 3.4 Cooperation and Assistance

3.4.1 The participating departments acknowledge that the obligations of the RCMP set out in this MOU are subject to RCMP operational priorities and availability of RCMP resources.

3.4.2 Where the RCMP commences an investigation based on allegations of criminal wrongdoings, the RCMP may request the assistance/cooperation of the implicated federal government department. The department implicated undertakes to assist the RCMP in their investigation to the extent authorized by law, and will, subject to any legal restrictions, provide all relevant information under the control of the department.

### 3.5 Information to be provided by the RCMP

3.5.1. Where the RCMP receives an allegation in respect of a program or service administered by one of the participating departments, the RCMP undertakes to conduct an investigation as it deems appropriate and will consult with the department involved.

3.5.2 Where criminal charges have been laid, the RCMP will, subject to any restrictions imposed by law, provide the name or names of the accused, as well as the nature of the charges laid against each individual.

3.5.3 Where proceedings have been commenced in respect of an offence, following the handing down of the verdict, the RCMP undertakes to inform the involved department in writing of the disposition of the case by the court.

#### **4. LIAISON CHANNELS**

The following shall be the liaison channels for the purpose of notice under this MOU:

- a) for the Department of Indian Affairs and Northern Development

National Allegations and Complaints Coordinator  
Transfer Payments Directorate  
Economic Development and Special Initiatives Sector  
Department of Indian Affairs and Northern Development  
Room 1210, 10 Wellington Street  
Gatineau, QC  
K1A 0H4

- b) for Health Canada:

Ian C. Green  
Deputy Minister  
Health Canada  
Brooke Claxton Building  
Tunney's Pasture  
Ottawa, ON  
K1A 0K9

- c) for the Royal Canadian Mounted Police:

Director General, Financial Crime  
Royal Canadian Mounted Police  
1200 Vanier Parkway  
Ottawa, ON  
K1A 0R2

#### **5. MODIFICATIONS**

This MOU may be modified by the consent of the Parties expressed in writing.

**6. WITHDRAWAL FROM AGREEMENT**

Any of the Parties may withdraw from participation in this MOU by giving notice in writing to all Parties of such withdrawal ninety (90) days prior to the proposed date of withdrawal.

**7. REVIEW OF AGREEMENT**

The Parties undertake to meet on the expiration of a three-year period from the date of entry into force of this MOU, or more frequently if the need arises, to review the operation of the MOU and to analyze the use of the agreement, and possible amendments thereto.

**8. LEGAL EFFECT**

This MOU is not intended to be a legally binding agreement between the Parties and is intended to serve as an expression of the intent of the Parties, to which they honorably pledge themselves.

**9. ENTRY INTO FORCE**

This MOU shall enter into force on the date of the last signature of the Parties, as set out hereafter.

In witness thereof, the parties hereto have affixed their hand.

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Alain Jolicoeur  
Deputy Minister  
Department of Indian and Northern Development

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Date

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Ian Green  
Deputy Minister  
Health Canada

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Date

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Guiliano Zaccardelli  
Commissioner  
Royal Canadian Mounted Police

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Date

### National Guidelines

#### Receiving an allegation/complaint:

Any person intending to make an allegation or complaint shall be immediately advised that:

- a) the information they provide to DIAND staff becomes a departmental record subject to release under the provisions of the *Access to Information Act* and/or of the *Privacy Act*;
- b) while every effort will be made to maintain confidentiality, in the event that a concern leads to a police investigation, the individual may be asked to provide their name in support of proceeding with a criminal investigation; and
- c) if they have evidence of criminal wrongdoing, they are encouraged to take that information directly to the appropriate police force.

In receiving an allegation or complaint, DIAND shall gather all relevant information available from the complainant, as follows:

- O if the information is provided verbally, (i.e., by telephone or in person) the employee shall document the allegation or complaint using the Record of Allegation / Complaint Form (see Appendix E)
- O confirm with the complainant the accuracy of the information once the above form is completed
- O if the complainant wishes to remain anonymous, information such as name, address and telephone number should not be recorded in writing and the complainant must be advised
- O if the information is provided in writing, the record will be classified as “Protected B” and treated accordingly, numbered copies will be made on a need to know basis only
- O if the employee receiving the allegation/complaint is not the Coordinator, he/she will immediately refer the allegation/complaint to the appropriate Regional or National Allegations and Complaints Coordinator

## **Processing an Allegation or Complaint**

As set out in paragraph 6.4.3, the responsibility for following up on allegations and complaints will rest with DIAND regions, except in cases of potential conflict of interest. The regional Allegations and Complaints Coordinator will take the primary coordinating role.

The regional Coordinator will, in consultation with appropriate regional management, take the lead in determining the nature and form of the response to complainants.

In the management of allegations or complaints files, the Record of Allegations and Complaints System (RACS) will be considered the primary management tool.

DIAND's actions in support of the resolution of complaints shall be guided by and shall include, but not be limited to, the following steps:

- a) clarify the scope of DIAND's jurisdiction, if any, in resolving the complaint;
- b) gather all relevant information available from the department;
- c) gather all relevant information available from the FN / Inuit government body / organization;
- d) gather all relevant information available from other government departments (OGDs);
- e) undertake compliance or management framework measures as appropriate and possible in support of a resolution of the complaint;
- f) assess the validity of the complaint insofar as that is possible;
- g) provide a response back to the complainant as appropriate, including advice to the complainant with respect to other avenues of redress available to them; and
- h) act on the results of compliance or management framework measures in subsequent compliance and capacity-building activities, and/or within other DIAND policy frameworks currently in place.

Intervention of any kind as a result of follow up on allegations or complaints will be carried out in accordance with DIAND's Intervention Policy. As well, funding arrangements, within their default provisions, will provide DIAND with remedies to respond to indications which may jeopardize the ability of the recipient to meet its obligations under the arrangement.



In addition, DIAND may, subject to the general principles of paragraph 6.4.3:

- a) request legal advice from DOJ;
- b) while respecting confidentiality, bring the substance of the complaint to the attention of the appropriate First Nation / Inuit government body / organization and/or advocate in support of an effective resolution of the complaint; and
- c) working with the First Nation / Inuit government body / organization, endeavour to facilitate or mediate a resolution to the complaint.

### **Closing an Allegation or Complaint File**

An allegation or complaint file shall be closed when all departmental activities in support of resolution on the file, as set out in the preceding section are complete.

A file shall not be closed unless the RACS record reflects:

- a description of departmental activities undertaken
- the response date to the individual making the allegation or complaint (unless it is anonymous)
- in the case of an allegation, details of either informal or formal consultation with the appropriate police force

### **Sharing Allegations or Complaints File Information**

In relation to a request for information relating to a complaint or allegation, the following table provides some direction on how to respond. In such cases, staff must immediately consult with their regional Allegations and Complaints Coordinator and ATIP liaison, in consultation with the National Allegations and Complaints Coordinator and the ATIP Coordinator, to ensure that the request is dealt with in accordance with the *Access to Information Act* and the *Privacy Act*. Consultations with Justice and DIAND Security officials may also be required.

### Method of Release of Allegations and Complaints Materials

Section	Privacy Act (PA)	Access to Information Act (ATIA)	Informal
<b>8(2)©</b> subpoena, warrant, court order	release to the jurisdictional body	release to the jurisdictional body	request must be made in writing to the ATIP Coordinator
<b>8(2)(d)</b> to the Attorney General for use in legal proceedings	release pursuant to written request	release pursuant to written request	request must be made in writing to the ATIP Coordinator
<b>8(2)(e)</b> to an Investigative body	release pursuant to written request	release pursuant to written request	request must be made in writing to the ATIP Coordinator
<b>8(2)(f)</b> under an agreement between Other Government Departments (OGDs) *	release pursuant to written request	release pursuant to written request	request must be made in writing to the ATIP Coordinator
<b>25 (Privacy) / 17 (Access)</b> safety of individuals **	protect	protect	request must be made in writing to the ATIP Coordinator
<b>27 (Privacy) / 23 (Access)</b> solicitor-client privilege ***	protect	protect	request must be made in writing to the ATIP Coordinator
<b>IF REQUESTER IS:</b>			
<b>Complainant:</b>	release all	release all	request must be made in writing to the ATIP Coordinator
<b>Cited:</b>	release all, except: when safety of individual is at stake (s. 25); when Crown is developing its case for litigation purposes (s. 27); and when RCMP is investigating (s. 22)	release all, except: when safety of individual is at stake (s. 17); when Crown is developing its case for litigation purposes (s. 23); and when RCMP is investigating (s. 16)	request must be made in writing to the ATIP Coordinator
<b>Third Party:</b> (First Nations / Inuit Member, Media, M.P.)	sever personal information (name, address and any reference to identity of plaintiff and/or defendant) release rest	sever personal information (name, address and any reference to identity of a plaintiff and/or defendant) release rest	request must be made in writing to the ATIP Coordinator

\* Once the protocol agreement has been signed and vetted by the Treasury Board Secretariat, Justice and the Privacy Commissioner's Office, we will be able to share with OGDs. This agreement will be published in Info Source once completed by all OGDs party to it.

\*\* The injury has to be current, probable and specific. Safety of individual would also include loss of benefits, such as housing, social benefits, etc.

\*\*\* If the Crown is in litigation and if Solicitor confirms that the information is being used to defend the Crown.

**PLEASE NOTE:** Any review and application of exceptions pursuant to the Acts is done only with the ATIP Unit.

**RECORD OF ALLEGATION / COMPLAINT - REGISTRE D'ALLÉGATION / PLAINTE**

**Staff must begin by advising the following:** "Please note that the information provided is being recorded and is subject to the provisions of the *Access to Information and Privacy Act*. Personal information will be protected under the provisions of the *Privacy Act*. Further, your views and opinions about another individual belong to that individual. "

**Le personnel doit commencer par aviser de ce qui suit :** "Veuillez S.V.P. noter que les renseignements fournis sont enregistrés et sujet aux dispositions de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*. Les renseignements personnels seront protégés en vertu de la *Loi sur la protection des renseignements personnels*. De plus, vos idées ou opinions sur un autre individu appartiennent à cet individu."

<b>RECEIVED BY / REÇU PAR :</b>	<b>SOURCE OF ALLEGATION / COMPLAINT SOURCE DE L'ALLÉGATION / PLAINTE :</b>
Tel. / Tél. : %o	<b>Anonymous (or wishes to be) / dans l'anonymat (ou veut demeurer)</b> %o
In person / en personne : %o	<b>First Nation / Inuit member / membre de la Première nation / Inuit</b> %o
Date :	<b>Chief or Councillor / Chef ou conseiller</b> %o
Time / heure :	<b>Public / public</b> %o
	<b>MP or Senator / député ou sénateur</b> %o
	<b>DIAND employee / employé du MAINC</b> %o
	<b>Media / média</b> %o

<b>RECEIVED FROM/ REÇU DE :</b>	<b>RECORDED BY / ENREGISTRÉ PAR :</b>
<b>Name / Nom :</b>	<b>Name / Nom :</b>
<b>Address / adresse :</b>	<b>Title / titre :</b>
<b>Fax / Bélinos : ( )</b>	<b>Fax / Bélinos : ( )</b>
<b>Tel. / Tél. : ( )</b>	<b>Tel. / Tél. : ( )</b>
<b>Internet :</b>	<b>Internet :</b>
* Where more than one individual involved, tombstone information should be attached to the record / * où plus d'un individu ferait une déposition, les renseignements doivent être enregistrés au document séparément	

%o Relates to (e.g. names of individuals and First Nation/Inuit organizations) se rapporte à (p. ex. les noms d'individus et les organismes des Premières Nations/Inuit) :

**SUMMARY OF COMPLAINT / ALLEGATION - SOMMAIRE DE L'ALLÉGATION / PLAINTE**  
(Add at the Back / A ajouter au verso)

Referred to Allegations/Complaints Coordinator - Regional %o      National %o      Date :  
Référé au Coordonnateur des allégations/plaintes - régional %o      national : %o

Attachments provided / pièces justificatives fournies %o

