



VOLUME 2: SEPTEMBER 2021

CITIZEN CORNER

QUARTERLY CIRCULAR BY POLICE CIVILIAN OVERSIGHT AUTHORITY

“COMPLY NOW, COMPLAIN LATER!” - A CITIZEN RESPONSE TO THE POLICE

At times, interactions between police officers and citizens can become problematic, which lead to verbal and even physical confrontation between both.

This can occur despite the fact that the police have a duty to maintain law and order. Such interactions are partly due to either a lack of cooperation by the citizen or inappropriate/unlawful use of authority by the police.

What do you do when approached by the Police?

Whether you are being questioned/ searched/arrested; charged; or stopped by police, the instructions remain the same for all citizens:

COMPLY

Citizens have a duty to comply with the lawful instructions of the police. They should not be abusive, aggressive, violent or offensive in their interactions. Avoiding situations that become violent confrontations is important for the safety of both the citizen and the police.

When an officer instructs you to do something, it is safest to listen and comply. Even if you feel that you have been wrongfully treated or the police is not professional or respectful to you, stay calm, and continue to show restraint and self-control. Cooperate and don't give the police a reason to arrest you.

Maintain your composure at all times. This is also vital because based on your behaviour and actions, you may be committing an offence without even knowing it. Do not give them a reason to use force, or more force against you.

you are aggressive towards the police it may trigger reciprocal behavior.

Do as the officers instruct, stay calm and get through the encounter safely. This is preferred behaviour instead of resistance and possible conflict.



What should you do if you feel you have been mistreated/abused by the Police?

COMPLAIN

While complying with the instructions of the police, keep a mental note of everything that happens during your interaction with them. Why? You may be requested to repeat exactly what you heard, if you make a complaint. Also, you may want to take legal action later, and you will need to recall all the details. It is vital that you have correct information because it will be your word against that of the police involved in the incident. If complaints are not supported with evidence, it will be hard for

corrective action to be taken.

Once you have the chance, compile your information in writing, while things are fresh in your memory. Then, make a complaint to the relevant authorities.

Where do you make complaints against the police?

• JCF Citizen Complaint Register

Members of the Jamaica Constabulary Force (JCF) have a duty to receive and record complaints made by citizens. These complaints are recorded in a **Citizen's Complaint Register**. JCF policy requires that a Citizen's Complaint Register should be implemented at all police stations.

Other entities that citizens can make complaints concerning JCF members include, but are not limited to:

- **Independent Commission of Investigations (INDECOM)** - 876-968-1932
- **Inspectorate and Professional Standards Oversight Bureau (IPROB)** - 876-838-3084
- **Office of the Public Defender** - 876-922-7089 and, us
- **Police Civilian Oversight Authority (PCOA)** - 876-754-7993

When dealing with the police, always remember to co-operate. Next, take note of everything that happened during your interaction with the police. And finally, if necessary, make complaints through the appropriate channels.

Let's work together for good.

CONTACT US @ 5A West Ave, Kingston Gardens - Tel: 876-754-7993 - We want to hear from you - please access our JCF Area 4 Online Citizen Satisfaction Survey via [facebook.com/pcoagov](https://www.facebook.com/pcoagov) - [instagram.com/police_civilian_oversight](https://www.instagram.com/police_civilian_oversight) or email us at kcpcoa2005@gmail.com.