

News Release, Bassano RCMP

Public Requested to Use the Complaint Line

The Bassano RCMP are hoping to clarify the use of the “Complaint Line’ 403-641-3677”. This number is to be called for all related matters, not just for emergencies which is what 911 is generally restricted for.

Many people are still calling to report incidents etc on the detachment’s administrative line. This results in members not receiving the information in a timely fashion and therefore delays a response. At times, members may not be in the office for extended periods.

The situation has been compounded by the current staff shortages and the shift amalgamation with Gleichen detachment, which at times, means no one is in the detachment for 2 or 3 days and messages are not retrieved. By calling the complaint line, a file can be generated, an RCMP members is advised and they can determine the appropriate response. This will prevent anyone from waiting several hours, if not days for a reply.

The bottom line is, please call 403-641-3677 and this will allow us to respond and serve you better.

Thanks,
Donovan FISHER, Cpl.
NCO i/c Bassano Detachment