

# ISO

## INVESTIGATIONS & STANDARDS OFFICE

Created in 2010, the Investigations and Standards Office (ISO) provides independent oversight of the Department of Justice's Corrections Branch.

**We conduct:**

- reviews of appeals of inmate disciplinary hearings;
- investigations of inmate complaints; and
- inspections of correctional practice.

**We have the authority to:**

- access the Whitehorse Correctional Centre (WCC);
- interview inmates and staff, and;
- review documents and policies.

We are independent of WCC and Corrections, and report to the Regulatory Services Branch.

We are a member of the Forum of Canadian Ombudsman (FCO). We commit to investigative excellence, impartiality and fairness.

The Yukon Ombudsman's Office, or sometimes the courts, may review our work.

### Complaints

**How fast is the process?**

Depending on the complaint, we may propose resolving an issue using Early Case Resolution. Depending on complexity, complaint investigations may conclude quickly or may take some time.

**By phone**

We respond by phone within one business day.

**By mail**

We respond to mailed complaints in writing within 7 days.

**Appeal of inmate discipline**

Appeals of inmate discipline are a high priority. We process these appeals within 2-4 business days.



**DO YOU BELIEVE**  
WCC's response to your complaint  
**or**  
your disciplinary hearing was unfair?  
**We may be able to help.**

**For any questions  
or concerns, contact us**

Box 2703 J-10 B  
Whitehorse, Yukon Y1A 2H3

**Telephone:** 867-456-6597  
**Toll free:** 1-800-661-0408 ext 6597

**ISO@yukon.ca**

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## General complaint

### What to do first

1. Speak with the correctional officer in your unit or a manager. Most complaints can be resolved through communication.
2. If your complaint is not resolved, ask a unit officer for a **WCC Complaint Form**.
3. Fill the form with information about your complaint.
4. Give the form to a unit officer.
5. Wait for the response.
6. If you do not receive a response or are not satisfied with the response, call ISO at **867-456-6597** or **write to ISO**.

### How to write to ISO

7. Ask a unit officer for an **ISO Complaint Form** and an **ISO envelope**.
8. Fill the form (someone can help you fill it out). State your complaint, WCC response, and your proposed solution. You should include any supporting information such as Request or Complaint Forms.
9. Seal the ISO envelope. Write your name on it.
10. Give the ISO envelope to a unit officer. WCC will forward it to ISO.

### What ISO will do

11. Send you a letter confirming we received your complaint.
12. Determine if your complaint is admissible and how to investigate or review it.
13. Determine if you were treated fairly or not.
14. Confirm WCC's decision, direct that WCC reconsider their decision or substitute WCC's decision with ISO's decision.
15. Send you the response by mail.

A police prisoner (APU) or inmate may submit a complaint to the Director of Corrections within 10 days of being released from custody. If the client is unsatisfied with the director's response, they may submit a Request For Review to ISO. Please call ISO with any questions.

## Inmate disciplinary hearing

### What to do first

You have 7 days after receiving the decision from the disciplinary hearing to ask for an ISO review.

### How to write to ISO

1. Ask a unit officer for an **Application for Review of Disciplinary Hearing Form**.
2. Fill the Form (someone can help you fill it out). Explain why you are asking ISO to hear the appeal and what you would like done to address the issue.
3. Give the form to a Unit officer. WCC will forward it to ISO.

### What ISO will do

4. Determine if the hearing was conducted fairly or not and if the outcome was fair.
5. Take ONE of the following actions:
  - a. Confirm the adjudicator's decision and the corrective measure imposed;
  - b. Confirm the decision made but substitute the corrective measure imposed;
  - c. Overturn the decision made and the corrective measure imposed; or
  - d. Order a new hearing.
6. Send you the response by mail.

Adjudicators Decision means guilty or not guilty. Corrective measure means penalty or consequence. Complaints to the ISO office should be in writing. These letters are considered privileged correspondence.

## Frequently asked questions

### What is ISO and what do they do?

The Investigations and Standards Unit (ISO) was established in 2010 to provide independent oversight of the Whitehorse Correctional Centre (WCC). ISO is responsible for investigating inmate complaints upon request, hearing appeals of inmate disciplinary hearings upon request, conducting special investigations and inspections.

### Who can complain to ISO?

Any client of WCC who has received WCC's response to their complaint and believes it is unfair.

### Does it cost anything?

No, the services are free. All calls to ISO from WCC are free.

### What complaints can't ISO investigate?

- Complaints that WCC has not responded to.
- Decisions of the court.
- Decisions to approve temporary absences or grant remission.
- Medical care decisions by nurses, doctors and other medical professionals. (ISO may review access to medical care)
- Criminal matters.
- Matters involving police conduct.

### What happens when I make a complaint?

ISO will:

- ask you what happened;
- ask you what steps you have taken to solve the problem;
- talk to staff and managers to hear their side of the story; and
- review documents and reports.

### Will ISO be on my side?

ISO is impartial and independent. That means ISO will not be on anyone's side and will look at both sides of a situation.

### Will my complaint be investigated?

It depends on the complaint. Complaints will always be reviewed. It may be investigated or we may use Early Case Resolution.

### What will the result be?

It depends. Every case is different but here are some possible results:

- Corrections may decide to voluntarily make a change to fix a problem.
- ISO may decide that Corrections was fair and nothing further needs to be done.
- ISO may decide that Corrections acted unfairly and could have done better. If that's the case, ISO could make recommendations on what Corrections should do.
- ISO may decide that you need a better explanation about what happened. If so, we will ask that this be done.

### What if I believe I was not treated fairly by ISO?

ISO's work may be reviewed by the Yukon Ombudsman's Office, and in some cases the courts.

### Who is ISO accountable to?

ISO engages in a constructive and fair way with both Corrections clients and employees. ISO is independent of WCC and Corrections.

ISO reports through the Courts and Regulatory Services Branch. We are a member of the Forum of Canadian Ombudsman (FCO) and as such are committed to working independently, fairly, impartially and credibly while treating information confidentially.