

# Your language rights in New Brunswick

A summary of your rights under the *Official Languages Act* of New Brunswick

## FACTSHEET 3 - Policing Services

### What you need to know

English and French are the official languages of New Brunswick. You therefore have the right to communicate with all police services in either one of these languages.

#### New Brunswick Police Forces:

##### RCMP (Royal Canadian Mounted Police)

- All detachments in New Brunswick

##### Municipal police services

- Bathurst City Police
- Edmundston Police Force
- Fredericton Police Force
- Grand Falls Police Force
- Miramichi Police Force
- Saint John Police Force
- Woodstock Police Force

##### Regional police services

- BNPP Regional Police Force
- Kennebecasis Regional Police Force

### Across the province

Throughout New Brunswick, police forces must serve you in the official language of your choice.



### All communications

Your language rights apply to all types of communication.



### Active offer of service

From the moment of first contact, you must be greeted in both official languages so that you know that services are available in both English and French.



### Services of equal quality

Police services must be of equal quality in both official languages.



### *"One moment, please!"*

#### When the police officer does not speak your language...

From the moment of first contact, police officers must inform you that you have the right to communicate with them in the official language of your choice. They do this by greeting you in both languages. This is called the active offer of service.

If a police officer cannot continue the conversation in your language, he/she must take the necessary measures, within a reasonable time frame, to comply with your choice of language. The officer may call upon another officer who is bilingual.

## Services of equal quality

The Canadian Constitution states that English and French are equal as to their use in all institutions of the Legislature and Government of New Brunswick. Accordingly, government services must be of equal quality in both official languages.

## Did you know?

The role of the Commissioner of Official Languages is to protect the language rights of New Brunswickers and to promote the two official languages.

To find out more about  
your language rights, visit  
[www.officiallanguages.nb.ca](http://www.officiallanguages.nb.ca).

## If your rights are not respected

There may be circumstances when public bodies do not respect your language rights. If this is the case, we invite you to contact us. Filing a complaint is easy, and the investigations we conduct help improve the quality of bilingual services. To learn more, simply click on this [link](#).

## How to contact us

Office of the Commissioner of Official Languages  
for New Brunswick

Telephone: 1-888-651-6444

Email: [commissioner@officiallanguages.nb.ca](mailto:commissioner@officiallanguages.nb.ca)

Website: [officiallanguages.nb.ca](http://officiallanguages.nb.ca)

Address: Kings Place, 440 King Street, King Tower,  
Suite 646, Fredericton NB E3B 5H8

OFFICE OF THE COMMISSIONER  
OF OFFICIAL LANGUAGES  
FOR NEW BRUNSWICK



COMMISSARIAT AUX  
LANGUES OFFICIELLES DU  
NOUVEAU-BRUNSWICK

