



**NVision Insight**  
Group Inc.

*YOUR VISION, OUR INSIGHT*

**Submitted to:**

Civilian Review and  
Complaints Commission for  
the RCMP

P.O. Box 1722, Station B  
Ottawa, ON K1P 0B3

# Handling of Public Complaints by RCMP in Nunavut

Submitted By:

NVISION INSIGHT GROUP INC.

November 30, 2022

## Table of Contents

<b>Introduction and Project Description</b> .....	1
Terms of Reference.....	1
Methodology.....	1
<b>Engagement Findings</b> .....	3
Needs and Barriers.....	3
<b>Recommendations</b> .....	8
Communications and Accessibility.....	8
Community Engagement and Coordination .....	9
Cultural Awareness and Training .....	10
<b>Appendix A: Engagement Handout for Stakeholders</b> .....	12

## Introduction and Project Description

NVision Insight Group (NVision) is an Indigenous consulting company with offices in Ottawa and Iqaluit and has been working with Inuit communities across Nunavut for over 20 years. NVision was contracted by the Civilian Review and Complaints Commission (CRCC) to conduct qualitative, community-based research as part of a review of the Royal Canadian Mounted Police's (RCMP) handling of the complaints process in Nunavut. A key component to the project was ensuring Inuit and community representation in the qualitative research process, which was independently designed and implemented by NVision's consulting team in Iqaluit.

### Terms of Reference

Prior to the submission of the research methodology, the CRCC provided NVision with the terms of reference outlining the goals and objectives of the broader systemic review. The terms of reference helped provide the necessary scope and background context for the work being completed by the CRCC and assisted in the development of the qualitative research questions and methods by NVision. The four components of the terms of reference provided to NVision were as follows:

1. whether the policies, procedures and guidelines that govern the RCMP's public complaint process in Nunavut, and the training related to this process, are adequate, appropriate, sufficient, and clear.
2. whether the RCMP is complying with these policies, procedures and guidelines;
3. whether the RCMP has the means to assess this compliance, and whether it is doing so; and
4. whether the people of Nunavut are aware of, and confident in, the RCMP public complaint process.

### Methodology

The primary research goal in this project was to examine the RCMP complaint process in Nunavut and outline ways to improve this system in the territory. The research and qualitative data collection for this project was completed between August and October, 2022. The research process was organized into the following two phases:

- Phase 1 – Project Initiation and Work Planning
- Phase 2 – Qualitative Research

Phase 1 involved preliminary meetings between NVision Insight Group (NVision) and CRCC and occurred regularly between June and August of 2022. These meetings were designed to review the overall goals and scope of the project, as well as to begin developing the workplan for the qualitative research components. Phase 1 concluded in August and resulted in a completed workplan and signed contract between NVision and the CRCC.

Phase 2 began immediately after the workplan was completed in August of 2022. The qualitative research process began with a preliminary review of the CRCC's review process and a brief overview of the quantitative complaints data in Nunavut, provided by the Data and Policy teams of the CRCC. From there, a contact list of potential stakeholders for Nunavut was

developed and submitted to the CRCC for review. Stakeholders were identified based on their proximity to the complaints process in Nunavut; this included officials from the territorial government, community front-line workers, representatives from Inuit organizations, and former RCMP-members in the north. In addition, stakeholder identification was woven into the engagement questionnaire, which allowed community representatives to recommend other individuals who could provide valuable context to the project. This fluid style of engagement gave a level of control back to the stakeholders, who were able to steer the research towards the issues and barriers most relevant to northern communities.

It should be noted that the research methodology was designed to be trauma-informed, and engagement with individual complainants was deliberately avoided to prevent triggering events or re-traumatization. Instead, engagements were directed towards individuals with specific experience working with the complaints process in Nunavut – this includes justice workers who have filed complaints on behalf of others, high-level government officials, or community leaders who have counselled or supported community members who filed complaints themselves.

With background information and stakeholder identification complete, the next research task involved developing a one-page information sheet and a series of qualitative research questions for potential stakeholders. These questions were developed by NVision, submitted to CRCC staff for review, and were provided to all potential stakeholders in an invitation to participate. In total, 20 invitations were sent out to potential stakeholders, of which 12 individuals agreed to participate in the research. Interview-based, qualitative research was completed between September and October of 2022, and included representatives from municipal and territorial governments, Inuit organizations, and the non-profit sector. It should be noted that of the 12 stakeholders, half of the respondents were high-ranking municipal and territorial governmental officials, including assistant deputy ministers and directors (territorial level), and senior administrative officers (hamlet/municipal level). This combination of stakeholders helped mitigate schedule and capacity issues commonly experienced by individuals in Nunavut, as many of the respondents provided perspectives that were representative of their staff members from across the territory (e.g., a community justice official speaking on behalf of their outreach workers found in 25 different communities).

The final tasks in Phase 2 involved compiling the research notes into a single document and conducting a thematic analysis of the content. The thematic analysis was completed by comparing individual responses to one another (i.e., question by question), followed by a categorization of the responses based on a set of recurring themes that were identified. Responses were also organized according to the broader procedural issue that they spoke to; for example, some responses spoke to the barriers and needs faced by individuals in the community, while others provided recommendations on how to improve the complaints process. Once these responses were categorized, they were summarized and included in the final report.

## Engagement Findings

In September and October 2022, interview-based engagements were conducted with stakeholders from Nunavut. Stakeholders came from a variety of backgrounds, including former RCMP officers, representatives from the Government of Nunavut, staff from Inuit organizations, and community leaders. Engagement questions asked participants about their experiences with the RCMP complaints process in Nunavut, and were designed to identify the needs, barriers, and recommended improvements to the current process.

### Needs and Barriers

The following section outlines some of the common themes regarding the needs and barriers faced by Nunavummiut when attempting to file a complaint against an RCMP member in their community. Note that these perspectives were provided by community stakeholders with first-hand experience working with individual community members.

#### Accessibility

- The lack of interpreters and translators, as well as language barriers (Inuktitut<sup>1</sup> to English and English to Inuktitut), were noted by most stakeholders in Nunavut. While information is available in Inuktitut on the CRCC website, the inability of individuals to navigate to this page created accessibility issues for unilingual Inuktitut complainants, with several stakeholders noting that these language/accessibility barriers prevented members of their community from filing complaints. In other instances, community members were able to file the initial complaint with assistance from bilingual (Inuktitut and English) friends or family members but ended up withdrawing their complaint due to their limited capacity to follow up on the status of their complaint (i.e., their interpreter was unavailable to provide ongoing support for them).
- There are serious connectivity and accessibility barriers for stakeholders in Nunavut on top of language, interpretation, and comprehension. Many people lack access to internet or telecommunications services due to the overwhelming costs and unreliable coverage associated with them. This creates issues when individuals are attempting to engage in the complaints process as they may be unavailable for follow-up calls and discussions when a valid complaint has been filed and escalated.

***“Having translated materials and interpreters available is an important thing in Nunavut, but it’s something that government struggles with across the territory. People often come into our offices for help translating and filling out forms, but it’s outside of [community justice’s] mandate and confuses people into thinking we’re their representative when we’re not.”***

---

<sup>1</sup> “Inuktitut” is the collective term for the Inuit languages spoken in Nunavut, namely Inuktitut (eastern Nunavut) and Inuinnaqtun (western Nunavut).

### Community Capacity

- The lack of physical presence and capacity was a recurring theme throughout engagements. More specifically, several stakeholders identified the need for an independent complaints body or coordinator to manage complaints within the territory. This applies to both RCMP officers and community members; stakeholders from both sides expressed concern about complaints being sent to the south for resolution, as it is unclear whether the person reviewing the complaint properly understands community dynamics and relationships in the north.
- Nunavut has community justice outreach workers (CJOW) across the territory who specialize in access to justice and victims service initiatives (among other responsibilities) who have recently begun internal programs to help community members navigate the complaints process, however these workers lack the capacity to assist community members in a meaningful way (i.e., from initial complaint to final resolution).
- Further, concerns were raised about the potential conflict that may arise for community justice outreach workers; by filing complaints on behalf of community members they become the *de facto* face of the complaints process, and concerns were raised about the negative effects these workers may be exposed to in the event that the process is not effective for the complainant (i.e., workers become the target of blame if a complaint is rejected or refused). Community justice outreach workers expressed concern that filing complaints may create a sense of distrust in community members, which would create more serious barriers to their mandated responsibilities.

***“Consistent communication and presence in the community is something that will help to build up a sense of trust. Speaking out against the RCMP take a lot of courage for community members; having someone in Nunavut to go into communities and connect with community members directly would really help support people.”***

### Intimidation and Fear of Reprisal

- Community members have the option to file individual complaints at the RCMP detachment, however the process was described as intimidating for complainants. When filing complaints in person, complainants are often filing them in the same room as the officer they are complaining about; this stems from the limited number of RCMP members within communities (generally 2-3 officers at a time).
- When senior RCMP officials make community visits and meet with community organizations and leader, the presence of local RCMP members make it awkward when the visiting officials ask for advice and/or suggestions on how the RCMP could improve its community outreach, network, and patrol within the community.
- There is a significant power imbalance between the RCMP and community members; community members are acutely aware of all RCMP officers in their community, and many are concerned about potential retaliation if they file a complaint against the officer. This issue is exacerbated when individuals have a history with the officers, as repeated interactions with the police may discourage a person from filing a complaint out of fear of

reprisal in the future. This power imbalance was described as a systemic issue, and stakeholders emphasized that in these situations the complainant needs to be protected.

***“A lot of the people filing complaints are in an at-risk population; if they complain, there’s a good chance they’ll run into the officer again, and the next time they may be treated differently. There’s already a power imbalance, and when a systemic issue like that exists you need to protect the person who’s in the position of less-power.”***

#### *Communications*

- The complaints process needs to be more directly communicated to community members. At present there are pamphlets and brochures available to individuals outlining the process, as well as a toll-free number and phones available at detachments to file complaints. This is problematic for several reasons; first, community members may not have the proper exposure to these materials unless the incident results in their arrest (i.e., they are taken to the detachment for processing); second, the phone line they are directed to brings them to a national office in the south, which lacks the capacity for individuals to file complaints or converse for advice in Inuktitut.
- The process of filing complaints against the RCMP was a new concept for many front-line workers, with stakeholders noting that the process was only recently introduced to front-line workers in the past year. Beyond this, the front-line workers with knowledge of the process were generally limited to staff members of the community justice division of the Nunavut Department of Justice, who are at capacity with the other responsibilities within their mandate.
- Many respondents noted that there is limited comprehension about legislation, criminal law, and legal processes in Nunavut, prompting some individuals to file complaints improperly (or conversely, not realize they had reasonable grounds to file a complaint). Educating the public on the grounds for filing a complaint (i.e., describing the 16 categories of public complaints allegations) would help to bridge this information gap, and potentially reduce the number of withdrawn complaints in the territory.

#### *Transparency*

- Transparency issues were identified regarding the CRCC and the role the commission plays in the complaints process. More specifically, stakeholders described being unsure of the scope of the CRCC’s authority with regard to complaints (i.e., what role do they play in the review process) and requested additional information on how the CRCC interacts with complaints.
- Community stakeholders also asked about the degree of privacy that is afforded to individuals who lodge complaints. One stakeholder suggested developing more plain language materials for community stakeholders who interact with the complaints process, so that they can better understand the overall system and provide clearer guidance to individuals who approach them for support.
- The process after a complaint is filed was also criticized by stakeholders. When community members file complaints they are unaware of the process that occurs

afterwards; in some instances, they are able to meet directly with the supervisor of their local detachment to discuss the incident, but in many cases the complaint is sent to the national office in the south for processing (“handed off”, as one respondent stated). The lack of transparency has created a chilling effect on other community members, as there is no way of verifying that complaints are being taken seriously and discourages others from filing in the future.

- According to stakeholders interviewed, experiences with the complaints systems in Nunavut were largely negative from the perspective of complainants. Stakeholders noted that the current process needed to be more responsive to and respectful of the community members’ concerns, as some reviews have taken upwards of two years and makes clients feel left out of the process.
- Disseminating information back to clients about the status of their complaint is as important as the complaint itself; many stakeholders reported that their clients/community members sensed their complaints were ‘falling on deaf ears’ and described feeling disheartened not knowing the status of their complaint. This is effectively an information gap for complainants; the lack of information between filing their complaint and receiving the results affects the credibility of the overall process and needs to be improved to boost confidence in the overall system.

***“Outreach and awareness [of the complaints process] is a big piece of the puzzle; only when people are aware will they reach out and make a complaint. Once they do, there needs to be a strong process in place showing what is coming of it afterwards. It’s disheartening to tell a community member that I don’t know what the status of their complaint is.”***

#### *Relationship-Building*

- Many respondents, particularly former RCMP officers, noted that there was a need for the complaints process to place more emphasis on the ‘human side’ of investigations and develop a closer relationship on the ground with community members. It was noted that many complaints against officers were a by-product of individuals wanting to be heard, and that complaints were resolved more effectively when handled outside the formal process (i.e., in person meetings with the supervisor). The in-person meetings had more restorative results for both the complainants and the officer in question, as it helped put a face to the issue for both parties.

***“[The lack of cultural competency training] is not fair for RCMP officers because they don’t have the knowledge or experience to navigate relationships in northern communities. There needs to be a personal responsibility to understand who we are and the privileges behind us; it’s especially important for RCMP members, as it may help address the power imbalance that exists between people.”***

#### *Cultural Awareness and Competency*

- Respondents from all backgrounds noted a lack of cultural competency and awareness training for new officers in northern detachments. As it stands there is minimal training provided to officers on the context and history of the RCMP in Nunavut, and there are a



limited number of local/Inuit members working for the RCMP in communities. Increasing the cultural competency of RCMP members in Nunavut, particularly new officers/recruits, will greatly assist these members in navigating relationships with community members on the ground.

- The Nunavut Department of Health provided Indigenous cultural competency courses that were mandatory for all staff who were working in Nunavut. These courses helped instill a personal responsibility on staff to understand the experiences of Inuit, and recognize the disadvantages faced by northerners that may not exist elsewhere. This training would represent an important step to correcting power imbalances between government representatives (i.e. RCMP) and community members.

***“The bottom line is we cannot view this process as “checking the box”; if we want this process to work for Nunavummiut, we need to look at the challenges that northerners have, and the disadvantages that come with them. The historical context of the RCMP and colonization needs to be understood by everyone; translating content and checking boxes will only cause more distrust in communities.”***

#### *Local Oversight*

- Some stakeholders noted some high-level, systemic issues with the policing model in general. The current model in the north mirrors that of the south, with the expectation that communities will work within that system. This is reflected in the lack of community policing initiatives and resources at the local level. One suggested improvement to this system was to design an oversight process that is designed and implemented by Inuit; this may take the form of a police oversight committee in Nunavut, or by re-designing the process to be more amenable to Inuit.
- Emphasis needs to be placed on positive outcomes for Inuit. Any oversight body needs to routinely assess the outputs of the complaints process as it relates to Inuit, and the process itself should be reflective of Inuit experiences.
- Many of the communication, language, and accessibility barriers reported by stakeholders were traced back to the limited number of Inuktitut-speaking RCMP officers in Nunavut. Some stakeholders described this as a recruitment issue in the RCMP, however during engagements with Inuit who were formerly RCMP officers it was framed as a retention issue. One retired Inuit RCMP officer described feeling a sense of anxiety about complaints, as there was limited understanding of what constitutes a complaint within the community (i.e., when is a complaint valid/appropriate), and feelings of disconnect/uncertainty for officers when the complaint is sent to the south for review (i.e., unsure if the review board understands the dynamics of northern communities).

***“When I was an officer, we never knew when an incident was going to be reported or what was going to come of a complaint once it went south. Police walk on eggshells worrying about possible complaints; it puts an unnecessary stress on officers”.***

## Recommendations

The following section provides a set of recommendations developed from the engagement results and research materials. Note that these recommendations have been categorized by theme to assist in the organization of the material.

### Communications and Accessibility

Communication and accessibility of complaints process materials was noted as a barrier by all respondents during the engagements. These barriers included an inability to understand the material in a person's preferred language (Inuktitut), limited access to online materials (due to inconsistent/unreliable/no internet and telecommunications), limited access to staff with knowledge of the complaints process, and a general lack of understanding with regards to the RCMP complaints process.

1. Develop a communications plan and provide materials on the complaints process for community members and organizations

Information on filing complaints against RCMP officers is available online and in select locations in Nunavut (i.e. community detachments), however these communications avenues are insufficient to reach the broader public. Increasing awareness of the complaints process requires delivery of materials through commonly used communications systems in Nunavut, such as through public radio stations, local television advertisements, and social media advertising.

In addition, there is a need for more thorough engagement with the public by partnering with community organizations with direct lines to vulnerable populations in Nunavut, including governmental departments (i.e., Health, Family Services, Justice) and social services providers (i.e., food banks, community wellness programs, women's shelters). Providing physical materials at a multitude of locations will help introduce the complaints process to a wider audience and will remove some accessibility barriers for unilingual Inuktitut complainants and those without consistent telecommunications/internet access at home.

Finally, stakeholders recommended that the CRCC develop more plain language guides on filing complaints to allow front-line workers and individual complainants to better understand what happens to a complaint after it's filed, and who is responsible for evaluating and resolving complaints after they are submitted. This recommendation includes reviewing the current flow chart on the CRCC website and providing more information on the individual steps that occur at each stage of the process (i.e., how does the RCMP review complaints, what criteria are used to evaluate complaints, etc.).

2. Improve access to online complaints system, including follow-up procedures for individuals who have filed complaints

The online complaints system is difficult to access for some community members, as they may lack internet/telecommunications services at home, or are unilingual Inuktitut speakers. The

option to utilize local staff/employees is a problematic approach, as it may shift the perception of the complaint and give the impression that a local employee is the gatekeeper for the complaint (i.e., Community Justice Outreach Workers). While CJOWs and other local employees can assist with the initial filing of a complaint, they are limited in their ability to follow up due to privacy and procedural concerns.

Complainants need an effective process for checking on the status of the investigation; community members may not be available for updates on their complaint (i.e., disconnected phone lines or limited access to email), however these individuals need an avenue to check in on the investigation when they can. Developing an online portal to check in on complaints is a recommended course of action, as it would provide a tool for complainants and/or community justice representatives to follow up on complaints at their own pace. Providing individual complainants with a file number and password would help mitigate privacy concerns and would allow a degree of separation for front-line workers (i.e., they become the means to check the complaint, rather than providing the update themselves).

### Community Engagement and Coordination

Community engagement and coordination is a critical component of effective policing in the north. There is a sense of distrust towards the RCMP throughout Nunavut due to the history of colonialism in the territory, which creates a perceivable power imbalance between officers and community members. Improving the complaints process in Nunavut is connected to a broader goal of improving policing in the north, which is predicated on improving the relationship between RCMP and community members on the ground. Community engagement involves personal interactions, participation in local events, and direct outreach to individuals and leadership in the community, which includes having a consistent relationship/point-of-contact for individuals wanting to file complaints.

#### 3. Establish a physical complaints office or position in Nunavut

Nunavut currently does not have an oversight body for RCMP operations within the territory, with complaints being investigated internally by the detachment supervisor or at the national office in Ottawa. Establishing a coordination office in Nunavut will create a layer of credibility for the complaints system, as it will reassure complainants that the process involves individuals with experience in the north. This office will also reassure community members that their complaints are being heard by an unbiased third party, who has experience with the complaints process but is not themselves an active participant in it.

This model may be structured as a complaints coordinator position(s) within the Department of Justice, which would involve travelling to communities to review or mediate complaints that have been escalated. A role such as this would provide additional opportunities for Inuit to be included in the complaints process (by hiring them in the position), which enhance the accessibility of the system and provide individuals with a guide through the system when filing a complaint.

4. Increase community outreach and engagement to improve relationship between officers and community members

The relationship between the RCMP and communities needs to be improved across Nunavut. The RCMP has a complicated history with Inuit, and rebuilding this relationship is paramount to improving the complaints process in the territory. Engagement techniques include participation in community events, such as feasts and barbeques, as well as sending representatives to communities and directly meeting with local representatives to help boosting the visibility of the complaints process in general. This may also include boosting the amount of time officers spend conducting on foot patrols, or increasing the amount of time for postings beyond 2-3 years to allow officers to build their own personal relationships with communities.

5. Create direct partnerships with community organizations and government departments

Many front-line workers in Nunavut are in direct contact with vulnerable populations on a regular basis, however these employees are limited in their capacity to provide assistance beyond their current mandated responsibilities. Developing partnerships with government departments and social service providers with a local presence may help promote the complaints process and address accessibility issues for residents; this would include the Nunavut Departments of Health, Family Services, and Justice. Partnering with these departments would allow staff to recommend clients to the CRCC when incidents occur and can increase the points of contact for CRCC employees attempting to reach complainants to provide updates regarding the status of the investigation.

### Cultural Awareness and Training

Cultural awareness and competency training is pivotal when working with Indigenous communities, especially in the north. RCMP officers receive training in all facets of policing, however there is a training gap for cultural awareness and policing in the north. Nunavut is unique in its history and governance structures and RCMP policing styles and structures need to be reflective of this. Cultural awareness training is mandated by most government departments in Nunavut, and this should be extended to RCMP-members considering the front-line nature of their role. Providing training to community members and organizations is equally important in this equation, as individuals are not aware of the criteria that constitutes a complaint, nor are they familiar with the various methods with which a complaint may be filed.

6. Provide mandatory cultural awareness and competency training for RCMP officers posted at northern detachments

RCMP officers currently do not undergo cultural awareness and competency training prior to a posting in Nunavut. Officers receive basic psychological assessments and learn family support techniques to help assist them with life in remote postings, however the training does not provide any comprehensive look at the context and history of the RCMP in Nunavut, nor does it provide any information on Inuit culture or values. The lack of cultural competency training

places both RCMP officers and community members at a disadvantage and may reinforce the power imbalances that exist between these parties.

7. Develop CRCC training programs for Nunavut community leaders, hamlet/government staff, and other frontline workers

There is limited comprehension of the RCMP complaints process among relevant front-line workers. Many employees are in direct contact with vulnerable populations and are in a strong position to provide referrals and guidance through the complaints process, however there is a lack of capacity for these individuals to learn about the systems themselves. The CRCC/RCMP may help close this information gap by providing in-person workshops to guide people through the complaints process, outlining the grounds for filing complaints, the main avenues to file a complaint, and describing what to expect from the process after a complaint is filed. This training is best suited for in-person workshops, however developing a supplementary manual or information package will help ensure the information is available for reference if staff have additional questions about the process.

## Appendix A: Engagement Handout for Stakeholders

### Project Overview

The Civilian Review and Complaints Commission (CRCC) contracted NVision for a research project in Nunavut. The CRCC is responsible for reviewing complaints against the RCMP across Canada and providing recommendations to the RCMP Commissioner and Minister of Public Safety on ways to improve the process. The overall goal of this project is simple: to improve the RCMP's public complaints system in Nunavut.

The broad purpose of this project is to examine the complaints process and identify gaps, barriers, and possible reasons for the high rates of withdrawals, as well as provide recommendations for ways to improve the overall complaints process. A significant portion of this project will involve community engagement, which will help provide a qualitative/real world context.

Once the research is complete, NVision will develop an engagement report and set of recommendations for the CRCC on ways to improve the RCMP complaints system in Nunavut. These recommendations will be reviewed by the CRCC and incorporated into a larger report with findings and recommendations that will be sent to the Minister of Public Safety, the Commissioner of the RCMP and the territorial government. The RCMP will consider all recommendations and findings and provide a written response to the report (for more information, please visit <https://www.crcc-ccetp.gc.ca/en/completed-reports>).

### Broad Project Questions

1. Is the public aware of their ability to complain about RCMP conduct or response?
2. Is the public aware of all options by which a complaint may be made?
3. Are complainants aware of their options for appealing complaint decisions or escalating complaints to an authority other than the RCMP?
4. Is the public aware of the existence of the CRCC, its mandate, and independence from the RCMP?
5. Are there barriers that prevent members of the public from lodging a complaint? (i.e. language, accessibility, fear of reprisal, etc.?)

### Engagement Questions

1. What experience do you have with the RCMP complaints process? (i.e. have you filed a complaint, or are you aware of a complaint that has been filed?)
2. How would you describe the current process for filing a complaint in Nunavut? How might the public be better informed about the RCMP complaints process in Nunavut?
3. What are some key barriers to filing complaints in Nunavut?
4. What other factors should be considered when evaluating the complaints process in Nunavut?
5. How does the complaints process in Nunavut differ from other jurisdictions?
6. What are the most pressing issues regarding police oversight in Nunavut?
7. Are there any community members who you would recommend speaking with regarding the RCMP complaints process?
8. What could be done to improve community relations with the RCMP in Nunavut?
9. What community members are most connected to victims' services? How do they engage with the RCMP on the ground (if at all)?
10. Are you aware of any Inuktitut speakers/interpreters available to assist with filing complaints?