

Annual Report 2014–2015

OIPRD
OFFICE OF THE INDEPENDENT
POLICE REVIEW DIRECTOR



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DIRECTOR'S NOTE

This annual report, which covers the fiscal year April 1, 2014, to March 31, 2015, provides stakeholders, police services and members of the public with insight into the work we have completed, complaint process statistics, and policing matters.

2014 marked our five-year anniversary. For this reason, I wanted to take some time to look at how far we have come and what I expect for the coming years.

Looking Back: 2009–2014

Looking back, I am proud to say that my office has grown, both in size and in the quantity and quality of our work. The OIPRD has honed its processes, introduced new programs and improved relations with our stakeholders.

As the Independent Police Review Director (IPRD), I have learned how to best use the powers given to me by the legislation and better understand my role as a leading voice on policing issues in Ontario.

Over the years, our complaint numbers have remained fairly consistent, though we experienced increases during heavily policed events like the 2010 G20 Summit in Toronto.

Since we opened, the majority of our complaints are about unlawful/unnecessary exercise of authority, and neglect of duty and allegations of discreditable conduct, although most discreditable conduct complaints are about officer incivility. All of these allegations are issues that I highlight to police services and police colleges when I give presentations.

I have always felt that there was room for Alternative Dispute Resolution in the public complaints process. Not only was this recommended by the Honourable Justice LeSage in his 2005 Report on the Police Complaints System in Ontario, but I believe it helps build community trust in police and policing. For these reasons, we initiated our Customer Service Resolution (CSR) program and mediation program. Our CSR program has been a success and we have received positive feedback from members of the public and officers. Though our mediation program has been slower to take off, we are committed to promoting it to police services and the public.

Present: Fiscal 2014–2015

In 2014–15, the OIPRD hired a Deputy Director to help with my expanding workload. In my role, I am the head and the face of the organization, meeting members of the public, speaking at conferences, attending presentations at police services, Ontario police college, universities and community groups; but, I also maintain oversight of all the complaints that we receive. All decisions are my decisions.

As I have been asked to consult more on important policing issues, and as complaints have become more complex, having a deputy with a strong knowledge of the law became increasingly necessary.

In 2014–15, the agency also welcomed a new Chief Operations Officer (COO). The COO provides operational and administrative leadership and direction to staff of the OIPRD to ensure the agency meets its legislated mandate and strategic initiatives.

This past fiscal, my office received direction from the courts through past judicial reviews which clarified our processes. I look at these decisions as positive guidance, as we learned something from each and every one of them. When the court is requested to look into a decision made in relation to the public complaints process, it provides us with an opportunity to clarify our decisions and the processes laid out in the legislation.

As we indicated in last year's report, we have undertaken two systemic reviews. One review initially focused on Toronto Police Service's use of force when dealing with people in crisis; however, after preliminary work, I found it necessary to issue revised terms of reference, expanding the review to all police services in Ontario. This change in focus will ensure that the good work already done by other organizations or assigned individuals in addressing these issues is not repeated. The other review is looking into the Ontario Provincial Police's practices for obtaining voluntary DNA samples during criminal investigations. For more information on our systemic reviews, please visit the Systemic Review page on our website.

As part of our mandate to educate the public, the OIPRD has expanded how we interact with stakeholders. This past fiscal, we went beyond the traditional model of in-person presentations and increased our online presence by updating our website and creating a Twitter account @OIPRD_BDIEP. Take the time to visit our new website and engage with us on Twitter, where you will find statements about my position on policing issues and learn more about the complaints process.

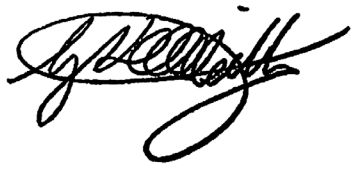
Moving Forward: 2015 Onwards

The challenge I've set for myself for the coming years is to examine the issues of transparency and accountability to determine how they can better apply to civilian oversight and to my office in particular. Oversight organizations not only need to be responsible for their actions and decisions, but they also have to be able to show that those actions and decisions are necessary. One way I am doing that is by updating our Rules of Procedure. I want our processes to be updated and relevant to the issues we have addressed over the past few years. It is important that both the public and police services are aware of our processes and how we make our decisions, especially in the fast evolving areas of civilian oversight and policing.

I am looking for new ways to use my powers in a way that will promote meaningful positive change in policing and community relations. Although the OIPRD has focused on individual complaints, and will continue to do so, I believe it is important to make more use of my systemic review and audit powers. This coming fiscal, I expect to complete one of our ongoing systemic reviews, continue to work on the other review and will consider new opportunities for presenting position papers and other systemic reviews.

Moving forward, I will be looking to join more discussions on important policing matters. As the IPRD, I have insight into the matters impacting police services in Ontario, from what complainants have been telling us in complaints. Although I cannot discuss individual complaints, I can speak to complaint trends, consult with police services and join the discussion that is happening in the media, at public forums and on social media.

Finally, I would like to thank my staff. Every single member of my team plays an important role in the public complaints system. Each one contributes to the success of the OIPRD and the work we do, and I am grateful to work with such passionate and professional individuals.



Gerry McNeilly

Independent Police Review Director



ABOUT US

The Office of the Independent Police Review Director (OIPRD) was established under the *Independent Police Review Act, 2007*. The act replaced Part V of the *Police Services Act* (PSA), establishing new guidelines for public complaints. The OIPRD opened on October 19, 2009, as an independent, neutral, arm's-length agency of the Ontario Ministry of the Attorney General.

The OIPRD is responsible for receiving, managing and overseeing all public complaints about the police in Ontario. As an independent civilian oversight agency, we ensure that public complaints about police are dealt with in a manner that is transparent, effective and fair to both the public and the police. Our decisions are independent of the police, the government and the public.

The Independent Police Review Director (IPRD), the head of the OIPRD, is appointed by the Lieutenant Governor in Council on the recommendation of the Attorney General. The act requires that the Director must never have been a police officer and that staff of the OIPRD cannot be serving police officers. This means that all employees of the OIPRD are civilians.

Our Purpose and Goals

Central to our work is the belief that public confidence in the public complaints system will contribute to increasing the overall effectiveness of police and build greater community trust in our police services.

We are guided every day by our mission: to provide effective management and oversight of public complaints, promote accountability of police services across Ontario and increase public confidence in the complaints system.

We do this through:

- Oversight of public complaints through to their conclusion
- Investigation of complaints
- Education and outreach to both police and the public
- Audits of how the complaints system is administered
- Systemic reviews
- Encouraging meaningful resolution of complaints, where appropriate

In fulfilling our commitments we are guided by the principles of:

Accountability: improving the transparency and accountability of the public complaints system and maintaining accountability for our actions to our stakeholders

Integrity: providing professional, objective, timely services to all stakeholders, respecting the privacy and dignity of our stakeholders and treating them fairly

Independence: overseeing investigations by police services in a fair, transparent and effective manner and conducting independent investigations thoroughly and fairly

Accessibility: being accessible to the public to lodge complaints about police and building public awareness about the complaints system



Director Gerry McNeilly was appointed Ontario's first Independent Police Review Director in June 2008. In 2013, his appointment was renewed for a further five-year term.





POLICE COMPLAINTS

The *Police Services Act*

The OIPRD and the public complaints process is governed by Part II.1 and V of the PSA. Sections 80 and 81 of the PSA set out the categories for which a police officer may be found guilty of misconduct.

The PSA includes prescribed guidelines of discipline for violations of the Code of Conduct under section 85. Police organizations also have policies and procedures that guide how services operate and officers are to conduct themselves.

Police Code of Conduct

Ontario Regulation 268/10 includes the Code of Conduct for police officers and creates the general categories for public complaints. The Code of Conduct identifies the following 10 acts as potential matters for investigation and possible discipline:

- Discreditable conduct
- Insubordination
- Neglect of duty
- Deceit
- Breach of confidence
- Corrupt practice
- Unlawful or unnecessary exercise of authority
- Damage to clothing or equipment
- Consumption of drugs or alcohol in a manner prejudicial to duty
- Conspiring, abetting or being an accessory to misconduct

WAYS TO MAKE A COMPLAINT

Conversation

A complainant can go into a police station and have a conversation to clear up a question or complaint. These conversations do not have to be filed with the OIPRD.

Local Resolution

A minor complaint can be dealt with through Local Resolution at the police station if the complainant does not want to proceed through the OIPRD complaints process. Local Resolution allows the police to solve, explain, clear up or settle a matter considered to be “less serious” directly with the complainant. The complaint must be dealt with within 30 days of the incident, in person at a

police station or detachment by the police chief, the detachment commander or an officer in authority designated by the police chief or detachment commander.

Local Resolution can play a valuable role in helping to resolve minor complaints early with the involvement of both parties. In 2014–15, there were 69 Local Resolutions.

A chief's complaint is a police service internal complaint. There are some cases where a chief's complaint results from the Local Resolution process. If a complainant who has attempted a Local Resolution decides not to proceed with the complaint process, the chief may decide to continue to look into the matter.

In these cases, the complaint is regarded as a chief's complaint and is handled by the police service, without the participation of the person who brought the matter to the police service's attention.

Local Inquiry

If a complainant chooses to proceed by way of Local Resolution then changes their mind or is unable to agree to a resolution, they may file a complaint with the OIPRD; otherwise the matter becomes a "local inquiry." Under the PSA police services must report the number of local inquiries to the OIPRD on a quarterly basis. In 2014–15 there were 132 local inquiries reported to the OIPRD.

Public Complaint with the OIPRD

The OIPRD accepts complaints about:

- The conduct of an officer: how a police officer behaves
- Policies of a police service: the rules and standards that guide an officer in delivering police services
- Services of a police service: how effectively and efficiently a police service performs its duties

The OIPRD's jurisdiction includes municipal and regional police services and the Ontario Provincial Police (OPP). Ontario has 52 municipal police services and 172 OPP detachments and headquarters, with a total of 24,042 sworn police officers.

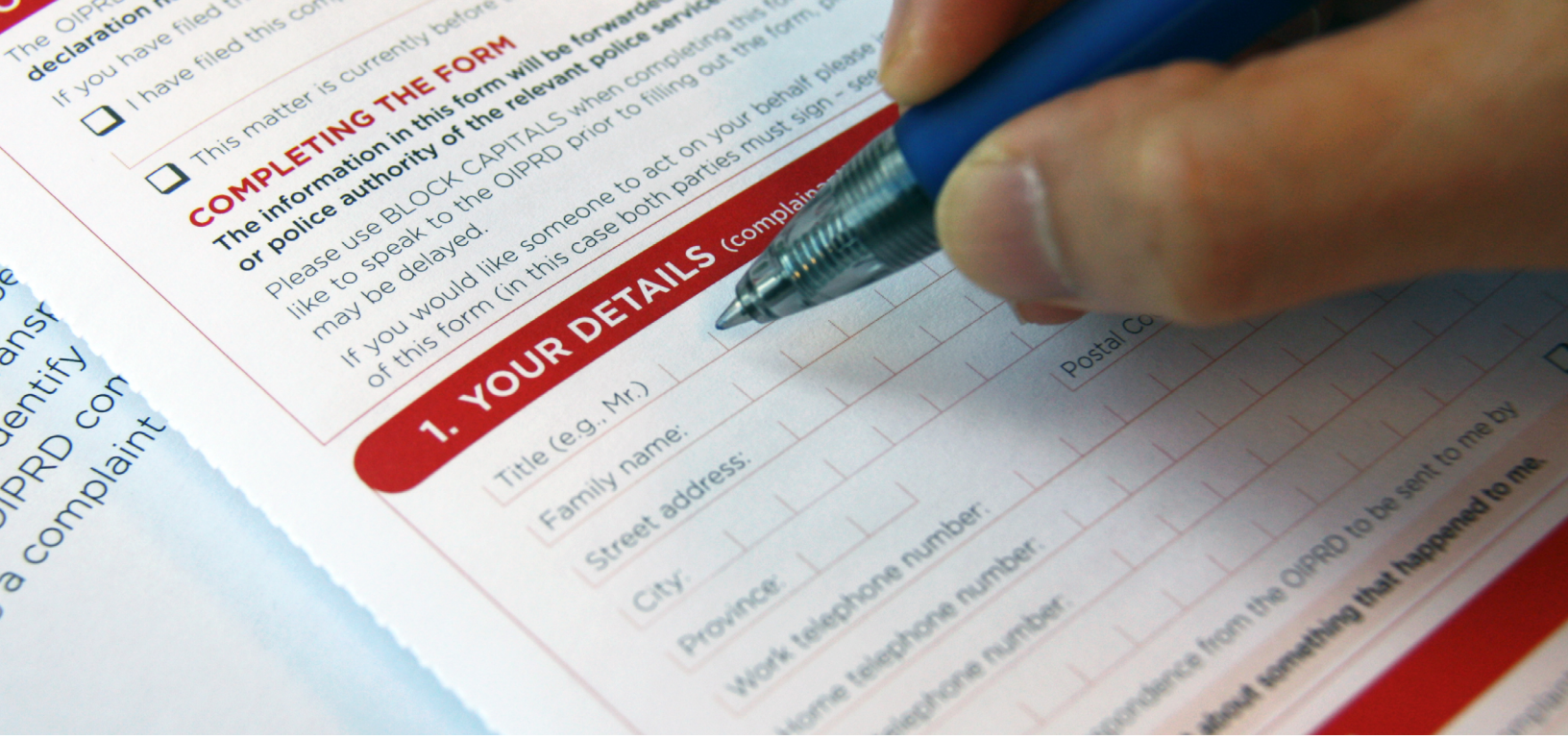
The OIPRD does not have jurisdiction over RCMP officers, TTC Special Constables, GO Transit police, First Nations police officers, court officers, campus police, provincial offences officers or special constables. Our office cannot investigate, recommend or lay criminal charges.

Under the *Police Services Act*, any member of the public can file a complaint with our office about any sworn police officer in Ontario or the policy or service of a police service. A conduct complainant must fit into one of the following categories:

- The directly affected person
- A witness
- Someone in a personal relationship with the directly affected person AND suffered loss, damage, distress, danger or inconvenience
- A person who has knowledge of the conduct, or has possession of something that the Director feels is compelling evidence establishing misconduct or unsatisfactory work performance

A complainant making a complaint about a policy or service must be directly affected by the policy or service being complained about.

For more information on how to make a complaint, visit the Make a Complaint page of our website.



PUBLIC COMPLAINTS PROCESS

Intake

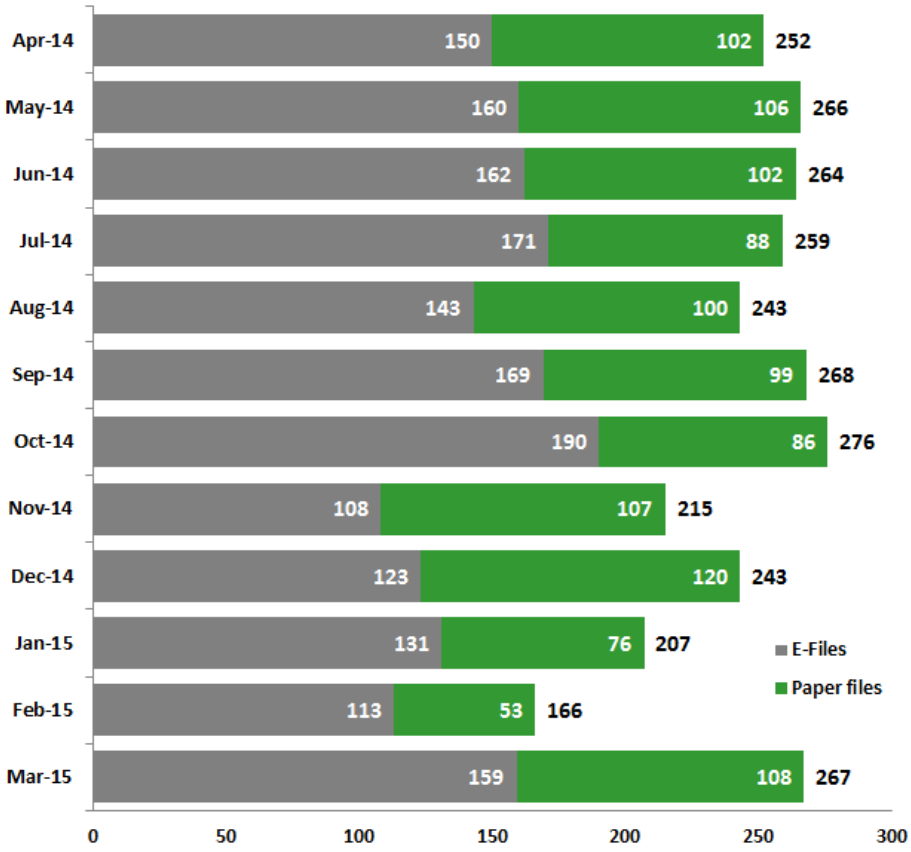
When a complaint is received, our intake staff ensures the complaint is on an OIPRD complaint form and that the form is completed, signed and contains all the necessary information. For more information about intake, please visit the Screening Complaints page of our website.

Between April 1, 2014, and March 31, 2015, the OIPRD received a total of 2,926 complaints with an average of 240 complaints per month. Since the OIPRD opened on October 19, 2009, we have received more than 18,000 complaints.

This chart shows the total number of complaints filed with the OIPRD, broken down by the number filed using e-file and paper file between April 1, 2014, and March 31, 2015. During this period, on average, e-file was used to submit 61 per cent of complaints every month.

Total Complaints Filed, Including E-filed Complaints:

April 1, 2014–March 31, 2015
All complaints by month



All complaints are entered into a secure case management system that allows staff to manage all aspects of the case from beginning to end.

Once a complaint is received, our intake staff read the complaint to ensure it meets the requirements of a complaint under the PSA. There are some matters that are not specified under the legislation and are therefore, not in the OIPRD's jurisdiction. For example, complaints that are not about an Ontario municipal, regional or provincial police officer or complaints made by an individual excluded under the act. If the complaint meets the requirements under the PSA, it is then forwarded to our Case Management staff.

Customer Service Resolution

The OIPRD launched the Customer Service Resolution (CSR) program in April 2013, to provide opportunities for complainants and respondent officers to voluntarily resolve complaints at a very early stage, before they are formally screened under the *Police Services Act*.

For more information on our CSR program, please visit the Customer Service Resolution page of our website.

In 2014–15, 143 complaints were successfully resolved by CSR; 28 complaints were terminated during the CSR process and returned to screening, two were withdrawn and 14 were still in progress on March 31, 2015.

CSR Examples

Example One

I was rushing to get to a specialist appointment when I was pulled over by two police officers. I tried to explain to them how urgent the matter was and why I was driving in that manner, but they didn't seem to be paying attention. Throughout the discussion I found their tone to be rude. In fact, one officer said to me that was the dumbest excuse. Neither officer adequately answered my questions before letting me go with a ticket.

Result: This complaint could be resolved through a discussion where each party would have an opportunity to explain their version of events. Even if the parties disagreed about the way the event was recollected, the officers may acknowledge that their tone or the words used may not have been interpreted properly and they could better explain what they meant. In addition, apologies for any distress caused may be exchanged and insight into how to better approach similar situations could be gained.

Example Two

I was recently in a collision and had to attend the collision reporting station to report the damage. I cooperated with the officer who filed the report, but he didn't seem to be listening to me. I found him to be condescending when he was talking to me; he even went as far as to provide his own opinion of what happened. The officer was not very helpful and did not answer any of my questions. I don't know what he put into the report. I left the interaction feeling very worried and upset.

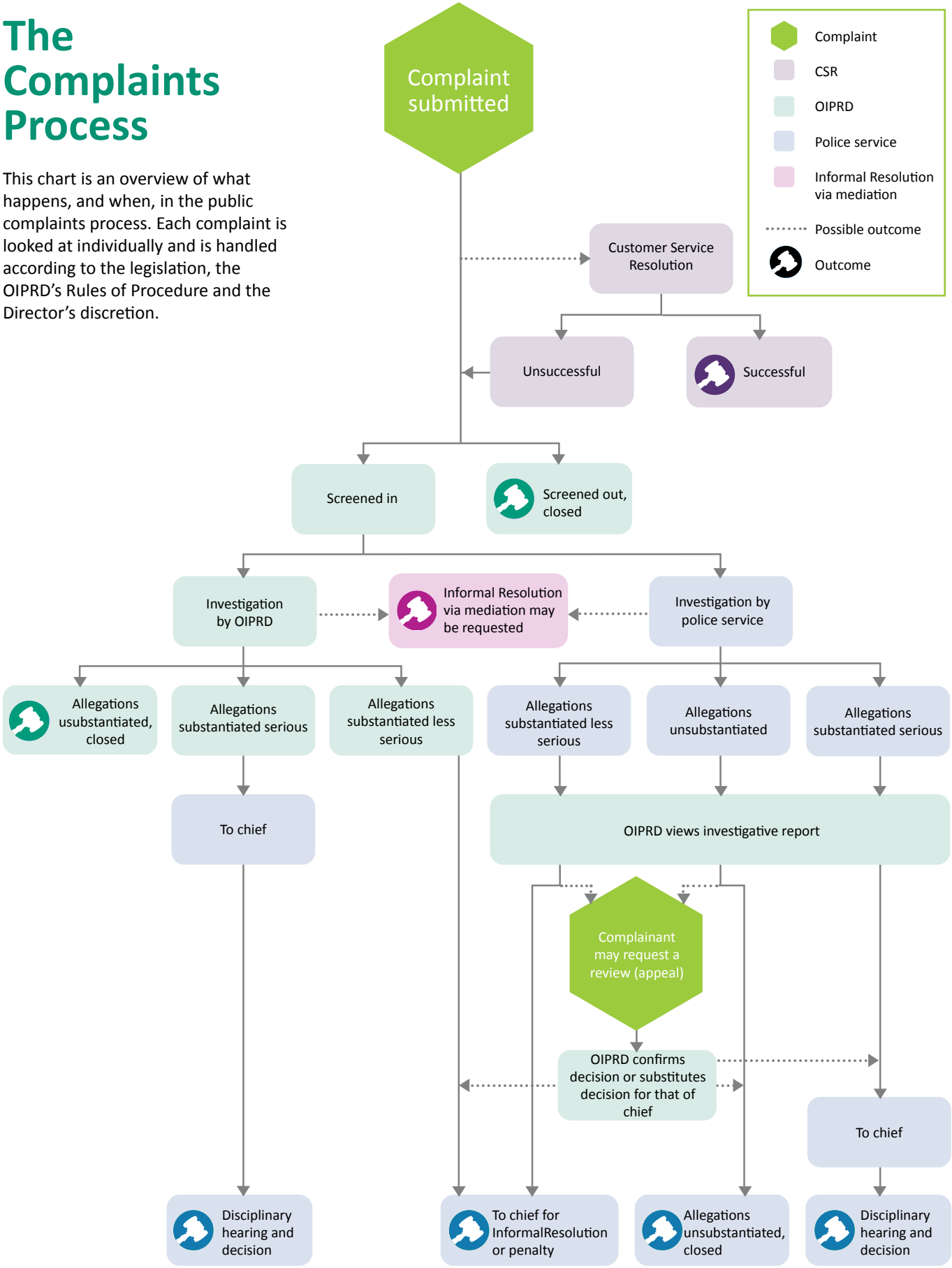
Result: This complaint could be resolved through a discussion with the supervisor of the officer in question. The supervisor, after reviewing the report, could answer questions and provide reassurance that the officer's comments were just an opinion and did not impact the report. Further discussion between the two participants could highlight where the miscommunication may have occurred and ensure the complainant was satisfied with the results of the discussion.

Customer Service Resolutions 2014–15

Successful	Terminated	Withdrawn during CSR	In Progress
143	28	2	14

The Complaints Process

This chart is an overview of what happens, and when, in the public complaints process. Each complaint is looked at individually and is handled according to the legislation, the OIPRD's Rules of Procedure and the Director's discretion.





SCREENING COMPLAINTS

Complaint Types

If the complaint meets the requirements under the PSA, case coordinators assess it to determine its type. Every complaint received must be screened and categorized as a policy, service or conduct complaint, or any combination of the three.

In 2014–15, the majority of complaints the OIPRD received pertained to issues involving the conduct of police officers. Of the complaints (2,926) filed with the OIPRD, 84.8 per cent related to police conduct. This was down from 87.2 per cent the year before. 3.7 per cent related to services, an increase from 2.6 percent the year before. Policy complaints represented 0.92 per cent, a decrease from 0.96 per cent the year before. Successful Customer Service Resolutions represented 4.2 per cent and the remaining 6.5 per cent were awaiting screening decisions as of March 31, 2015.

Complaints Screened

All complaints are to be presumed screened in, provided there is no reason to screen out the complaint under Section 60 of the PSA.

From the 2,926 complaints received between April 1, 2014, and March 31, 2015, the OIPRD screened in 1,280 complaints for investigation and 877 complaints were carried over from prior years.

On March 31, 2015, there were 189 complaints that were awaiting screening. As a result, there may be a difference between the number of complaints screened in, complaints screened out and the total number of public complaints received for the year.

Based on the complaints screened in, 1,183 complaints involved matters of police conduct, 20 referred to policies and 77 raised issues about services.

When a complaint is screened out, it means that following a review of the complaint during the screening process, the Director exercised his discretion, based on the criteria in the PSA, not to send the matter for an investigation. When a complaint is screened out, the matter is closed and a letter is sent to the complainant giving reasons for the screening decision. The only means to review the Director's screening decision is to bring an application for judicial review in the Superior Court of Justice.

Complaints Screened Out: April 1, 2014–March 31, 2015

Conduct Complaints	Total
Abandoned	80
Bad faith	10
Better dealt with under another act/law	179
Consolidated complaint	2
Duplicate complaint	36
Frivolous	167
No jurisdiction under section 58	92
Not in the public interest	654
Over six months and other criteria	128
Prior to proclamation	29
Third-party criteria not met	11
Vexatious	6
Total	1,394
Policy Complaints	
Abandoned	1
Frivolous	2
No jurisdiction under section 58	1
Not in the public interest	5
Total	9
Service Complaints	
Abandoned	1
Better dealt with under another act/law	3
Duplicate complaint	1
Frivolous	10
No jurisdiction under section 58	2
Not in the public interest	18
Over six months and other criteria not met	2
Total	37
Total screened-out cases in 2014–15	**1,440**

Explanatory Notes

The OIPRD has the legislative discretion to screen out complaints for a variety of reasons:

Abandoned: Complaints screened out because the complaint form was incomplete, the complaint did not provide the required information, we were unable to contact the complainant or repeated attempts to contact the complainant produced no response.

Bad faith: Complaints where there is clear evidence that it was made for an improper purpose or with a hidden motive, for example, a complaint made with the intention of deceiving the OIPRD or police services.

Better dealt with under another act/law: Complaints that should clearly be dealt with by another authority, for example, a complaint solely disagreeing with a traffic ticket.

Consolidated complaint: If we receive more than one complaint about the same incident from different complainants, we will consolidate the complaints. If they

are screened in for investigation, only one investigative report will be issued. Each complainant will receive a copy of the report.

Duplicate complaint: A complainant filed the same complaint for the same incident more than once.

Frivolous: A complaint that is frivolous may be a complaint that is trivial, lacks substance or an air of reality, or does not reveal any allegation of misconduct or breach of the Code of Conduct.

No jurisdiction under section 58: The complaint is not about policy, service or conduct; the police officer the complaint is about does not fall under the jurisdiction of the OIPRD; or the complainant is excluded from filing a complaint.

Not in the public interest: Under section 60(4) of the PSA, the Director is permitted to screen out a complaint if "having regard to all the circumstances, dealing with the complaint is not in the public interest." When the Director determines what may or may not be in the public interest, a broad range of factors are considered including the nature of the misconduct alleged.

The Director may consider the detail provided by the complainant, whether the action was a proper exercise of police discretion, the circumstances in which the conduct occurred, whether the conduct was connected to an occupational requirement and whether the conduct could bring the police force into disrepute. This list is not exhaustive. For example:

- An officer standing in a dangerous location, like a busy highway, accused of yelling at the complainant to hurry up would be more likely to be screened out than an allegation of an officer yelling in a complainant's driveway

Other factors considered when determining whether or not it is in the public interest to investigate a complaint, include:

- The effect of a decision to investigate or not investigate a complaint on the public's confidence in the accountability and integrity of the complaints system
- Whether the issues are of systemic importance or there is a broader public interest at stake
- If there is an ongoing police investigation and our investigation will interfere with the results of the police investigation

Over six months: Under section 60(2) and (3) of the PSA, the Director may decide not to deal with a complaint if it is filed more than six months after the occurrence of the incident cited in the complaint or when the incident was discovered by the complainant. The "six months" is not a limitation period. In determining whether to deal with a complaint older than six months, the Director may exercise his discretion and must consider the following criteria outlined in the act:

- Whether the complainant is a minor or is under a disability within the meaning of the *Accessibility for Ontarians with Disabilities Act, 2005*
- Whether the complainant is or was subject to criminal proceedings in respect of the events underlying the complaint
- Whether, having regard to all the circumstances, it is in the public interest for the complaint to be dealt with

If a complaint is received after six months, the OIPRD may ask the complainant to provide a reason for the delay in filing. The Director will also consider when the complainant first learned of the alleged misconduct. All circumstances, including the reason for delay and the severity of the complaint, are considered.

Prior to proclamation: The OIPRD can only deal with complaints about incidents that happened on or after October 19, 2009.

Third party criteria not met: Complainant is too remote from the incident. A complainant has to fit into one of the categories outlined under section 60(6) of the PSA.

Vexatious: A vexatious complaint may be one that was made out of anger or the desire to merely seek retribution. Vexatious complaints may lack a reasonable purpose or be made with the intention to harass or annoy, and are often repetitive (filing the same complaint numerous times after the previous complaint was screened out, or filing repeated complaints about the same person).

Screening Examples

Example One

A month ago I was assaulted by a guy outside the local convenience store. I contacted the police to lay assault charges against the person. I do not know who the guy was, but I am pretty sure that I saw a surveillance camera outside the store. They told me that they would conduct an investigation and get back to me. Since then, I called twice, but the officer only called me back on Saturday. I want to know everything that is happening in the investigation. Why is it taking so long? I don't think they are doing anything about this!

Result: Upon receiving a complaint like this, the OIPRD would contact the service to confirm whether the matter was still being investigated. If it was, the complaint would be screened out as "not in the public interest" with an explanation that the police investigation was still ongoing and the complainant could file a complaint with the OIPRD after the police investigation was complete, if they still had concerns.

Example Two

I am making a complaint about several officers from police service A, who did nothing about my domestic violence complaints. I had attended my local police station several times over the past two years to make domestic violence complaints. Three out of the four times, the police officers only spoke to me at the front desk and did not move the discussion into a private room. On one occasion the officer was very dismissive.

Approximately seven months ago, I attended the police service to make another complaint and I was informed by the officer that there were no prior notes made about my complaints. This news was very distressing, as I was told by my lawyer that this would impact my court case against my partner. This officer was very nice and he made a note of our conversation.

When contacted by your case coordinator, after I filed my complaint, I explained that I had been dealing with a lot of emotional distress after leaving my abusive partner and was not in a fit mental state to make a complaint earlier.

Result: This matter would likely be screened in and referred to the police service for investigation. Although the complaint was made over six months after the incidents occurred, the complainant did not discover the alleged misconduct occurred until seven months later and provided a valid reason for the delay in making the complaint. Unless the complainant was able to identify the officers involved in her earlier interactions, this would likely be classified as a service complaint.

Example Three

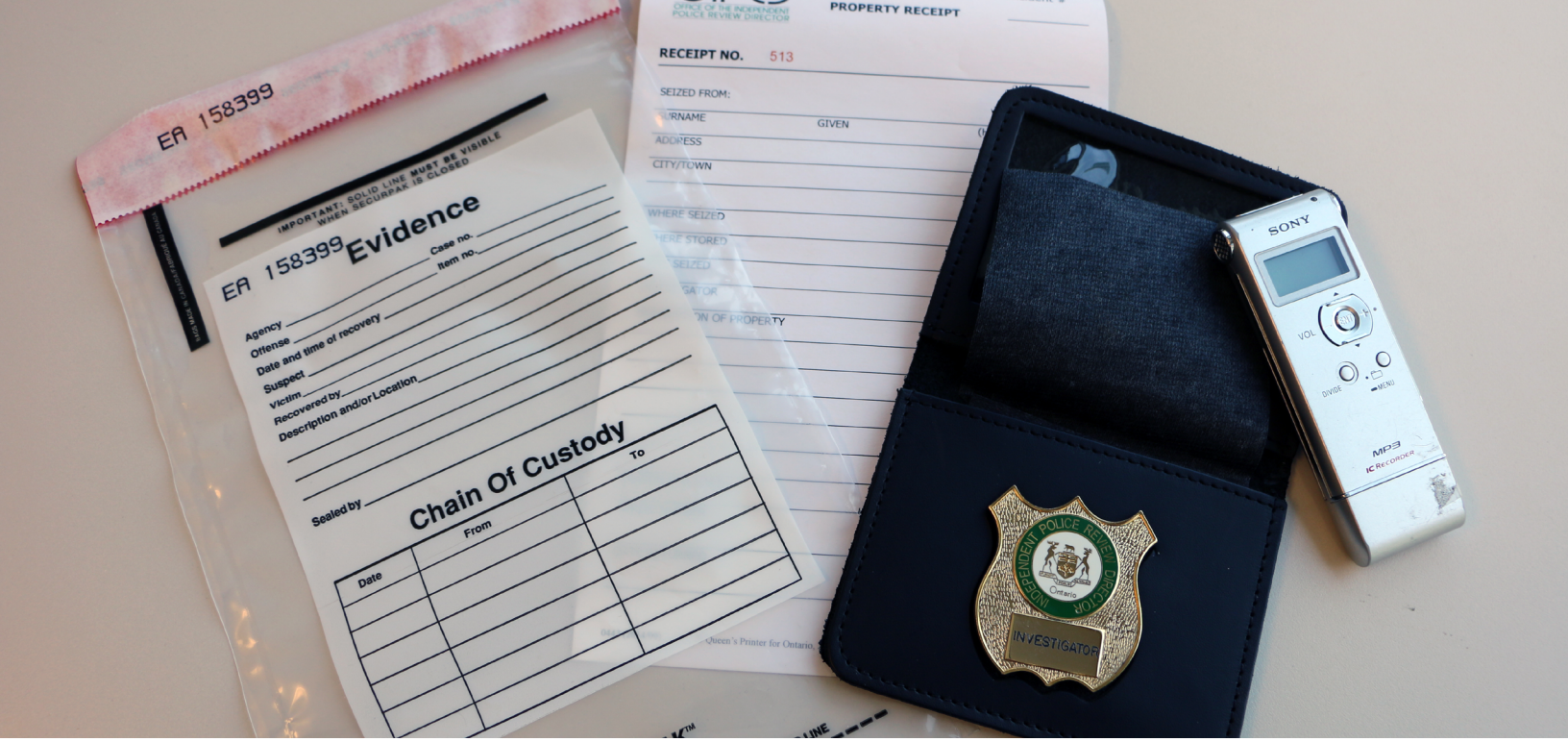
I was in a collision with another car on a local highway. The police attended and contacted paramedics to check on my injuries. I was rushed to the hospital. The officers who had attended the scene of the accident followed. When I asked for medication to help with the pain, one of the police officers advised the nurse not to give me any medication until I provided him with a statement.

Result: This complaint would likely be screened in for investigation.

Example Four

I was in a heated argument with my neighbour. Approximately 30 minutes into the argument, we heard a police car pull up. Two officers stepped out, approached us and informed me that they had received a complaint about our argument. The police officers spoke to both of us separately for almost twenty minutes and then informed me that I would be charged with assault, but my neighbour would not be charged. I want my neighbour charged. I also asked for a restraining order, but the police did not provide me one.

Result: This complaint would likely be screened out as "other act or law," as the matter would be better dealt with in court. It is within the officers' discretion to lay charges after completing their investigation. In addition, the screened out letter would state that other legal remedies, such as restraining orders and private charges, are resolutions that are not available through our office. If the court made a finding that the charges were laid as a result of a poor or biased investigation, the complainant could file a new complaint with supporting court records.



INVESTIGATIONS

Conduct Complaints

Conduct complaints may be investigated by the OIPRD, the police service in question or another police service. It is the Director's decision who will investigate, but our office's oversight continues until the completion of the complaint. For more information about investigations into conduct complaints, please visit the Investigating a Complaint page of our website.

Policy and Service Complaints

The OIPRD receives and screens complaints about the services and policies of a police organization, but we cannot investigate them. The *Police Services Act* requires that all policy and service complaints be sent to the appropriate chief or the OPP Commissioner for a response.

For more information about investigations into policy and service complaints, please visit the Policy and Service Complaints page on our website.

In 2014–15, 20 policy and 77 service complaints were sent to police services for a response.

Complaints about Chiefs and Deputy Chiefs

Police chiefs and deputy chiefs are employed by the police services board. When the OIPRD receives a complaint about a municipal chief or deputy chief, it is screened to determine whether the complaint is valid under the PSA. The act stipulates that the OIPRD must refer the complaint to the appropriate police services board. The police services board must determine whether the alleged conduct may constitute a criminal offence, misconduct or unsatisfactory work performance and report its determination to the OIPRD.

For more information about complaints about chiefs and deputy chiefs, please visit the Chief and Deputy Chief Conduct Complaints page of our website.

Complaints about OPP Commissioner and Deputy Commissioners

Under the PSA, complaints about the OPP Commissioner and deputy commissioners must be referred to

the Minister of Community Safety and Correctional Services to be dealt with.

Complaints sent for Investigation

The OIPRD screens in for investigation approximately 1,000 to 1,500 complaints per year. The OIPRD does not have the number of investigators required to investigate all complaints itself; therefore, the majority of complaints are sent to the police services for investigation. The OIPRD monitors these investigations and reviews the results to determine whether the appropriate investigation was carried out.

Between April 1, 2014, and March 31, 2015, there were 1,008 conduct complaints referred to the same police services for investigation and seven to a different police service. The OIPRD retained 168 conduct complaints for investigation, an increase from 136 the previous year.

Referred - Police Managed Investigations

Many police services in Ontario have professional standards branches, sections, bureaus or units that work to uphold professionalism and integrity in their police service. Professional standards departments investigate conduct complaints filed under Part V of the act and complaints about the services and policies of the police service. Professional standards also handle Local Resolutions and conduct internal investigations ordered by the police chief. Internal investigations are outside the public complaints system. Professional standards officers may also facilitate public complaint resolutions for Customer Service Resolutions and Informal Resolutions.

OIPRD Oversight of Police Managed Investigations

When a police service investigates a conduct complaint, the OIPRD manages and oversees that complaint.

Case coordinators track the referred investigation as it progresses and coordinate with police service liaison officers as well as complainants to ensure that all directions, timelines and notice requirements are met. Case coordinators also receive and review interim investigative updates from the police service and work with our legal department and the Director if issues arise.

If the OIPRD does not agree with the way the investigation is handled, the Director can direct the chief to deal with a complaint in a specific manner, assign the investigation to another service, take over the investigation or take or impose any action necessary.

Following the investigation, the investigating officer completes a standardized report that includes the results of the investigation.

Where a police service investigates, the chief determines whether the complaint is substantiated or unsubstantiated according to the standards set out in the legislation. The complainant, the respondent officer and the OIPRD receive the same report. The OIPRD reviews the investigative report and if issues are identified, the Director will instruct the police service appropriately. This may include directions such as answering questions, interviewing witnesses or gathering further evidence.

Retained - OIPRD Independent Investigations

In 2014–15, the OIPRD retained 168 complaints for investigation.

When the OIPRD investigates a complaint, the investigator assigned to the complaint informs the complainant about how the complaint will be investigated, what cooperation they will require and how a decision will be reached.

For more information about retained investigations, please visit the Investigating a Complaint page of our website.

Currently, our office employs 14 investigators; half are former police officers and half are civilians. Our ex-police officer investigators are from services across Ontario, including Halton, OPP and Hamilton. Our civilian investigators are from other government offices that undertake investigations, including the Ontario Ombudsman, the Public Guardian and Trustee, the Ontario Lottery and Gaming Corporation, and former military.

At the OIPRD, we believe it is important to mix policing and civilian insight when conducting our investigations. There are checks and balances in place to ensure there is no bias in our decisions and all investigations are reviewed by our Investigations Manager and the Director or the Deputy Director.

Complaints Sent for Investigation: April 1, 2014–March 31, 2015

	2014–15	2013–14	Total
Screened in 2014–15	1,210	70	1,280
Complaints screened in and referred to a police service for investigation			
Conduct			
Same police service	950	58	1,008
Other police service	7	-	7
Policy			
Same police service	19	1	20
Service			
Same police service	73	4	77
Complaints screened in and retained by OIPRD for investigation			
Conduct	161	7	168
Referred to a police services board	-	-	-



OUTCOMES AND THE DECISION PROCESS

Withdrawal of Complaints

A complainant can withdraw their complaint as long as it has not proceeded to a hearing. If a complainant wants to withdraw their complaint after a hearing has begun, they need to have the consent of the Director and the police chief. Some of the reasons why a complainant would withdraw include, obtaining a resolution with the police service, receiving sufficient information to conclude they no longer have a complaint or they may no longer wish to participate in the complaints process.

In 2014–15, 319 complaints were withdrawn by complainants, 274 of those were withdrawn during an investigation.

Informal Resolution

Informal Resolution (IR) is a way to resolve less serious allegations of misconduct. IR can be attempted at any time during the investigation if the complainant, respondent officer and the police chief agree, although the chief may not resolve the matter informally without notice to the Director. IR may also be recommended at the conclusion of a conduct investigation that is substantiated as less serious.

For more information about Informal Resolutions, please visit the Informal Resolution page of our website.

In 2014–15, 233 complaints were resolved by IR, including two substantiated complaints that were informally resolved after an investigation.

Mediation for Public Complaints

The OIPRD's mediation program began as a pilot in November 2013. Mediation is an effective means to resolve complaints and helps to increase both parties' understanding of the other's position and interests. For more about the mediation process, please visit the Mediation page of our website.

In 2014, the Independent Police Review Director found that police services' uptake for mediation services fell below expectations. Mediation is currently a voluntary confidential process, at no cost to the police service. Cost of the sessions, therefore, was not one of the factors hindering its use. After further research, and based on a belief that mediation is an effective

way to resolve complaints, the OIPRD will be hiring a mediator in 2015–16. The mediator will facilitate mediation sessions and help to advance and promote the use of mediation and the IR program.

Between November 6, 2013, when the mediation program was launched and March 31, 2015, there have been six requests for mediation, three of which were successful, and one was still in progress as of April 1, 2015. Our office is actively promoting the mediation program to police services and the public throughout Ontario to encourage more police services to consider requesting mediation to resolve complaints.

Making a Determination: Substantiated and Unsubstantiated Complaints

At the end of an investigation, conduct complaints are determined to be substantiated or unsubstantiated based on reasonable grounds. The PSA states that there must be "reasonable grounds" to believe that misconduct occurred in order for a complaint to be substantiated.

If a complaint is unsubstantiated because there are no reasonable grounds to conclude a violation of the police Code of Conduct occurred, the complaint is then considered closed, subject to a request for a review of the chief's decision. If the OIPRD has investigated, there is no option for review.

For more information about making a determination, please visit the Outcomes page of our website.

From April 1, 2014, to March 31, 2015, 2,595 allegations were found to be unsubstantiated, from a total of 734 complaints, including complaints from previous years that were investigated in 2014–15.

Between April 1, 2014, and March 31, 2015, 207 conduct allegations were found to be substantiated, from a total of 734 complaints, including complaints from previous years that were investigated in 2014–15. Of these substantiated allegations, 123 were found to be less serious (77 complaints) and 84 were found to be serious (37 complaints).

In 2014–15, there were 16 service complaints where action was taken by the police chief or OPP Commissioner and 62 policy or service complaints where no action was taken, including complaints from previous years that were investigated in 2014–15.

Policy Complaint Decisions Issued in 2014–15

Total number of complaints	No action taken	Action taken
18	18	-

Service Complaint Decisions Issued in 2014–15

Total number of complaints	No action taken	Action taken
60	44	16

Conduct Complaint Decisions Issued in 2014–15

By Main Finding

Total number of complaints	Unsubstantiated	Substantiated Less Serious	Substantiated Serious
734	620	77	37

By Number of Allegations

Total number of allegations	Unsubstantiated	Substantiated Less Serious	Substantiated Serious
2,802	2,595	123	84

Explanatory Notes

A complaint is only counted under one finding type – unsubstantiated, less serious or serious.

Total complaints: All cases where the final decision was issued to the complainant, the respondent officer and police chief or OPP Commissioner in 2014–15.

Total allegations: All allegations made within the total number of complaints where the final decision was issued in 2014–15.

Unsubstantiated: Complaints where findings on all allegations were unsubstantiated.

Less serious: Complaints where at least one allegation finding was substantiated less serious and there were no findings of substantiated serious.

Serious: At least one allegation finding substantiated serious, regardless of whether there were also allegations that were substantiated less serious or unsubstantiated.

Complaints Sent for Investigation - Closed with Reasons in 2014–15

	Total
Closed after appeal to Ontario Civilian Police Commission	2
Closed after investigation	672
Closed after Request for Review	117
Closed during investigation for reasons under sections 58 and 60	50
Informally resolved after investigation	2
Informally resolved during investigation	231
Mediation successful	1
Withdrawn after investigation	0
Withdrawn during investigation	274
Total	**1,349**

Explanatory note

Closed during investigation for reasons under sections 58 and 60: During the course of the investigation, some complaints were abandoned, consolidated, or found to be better dealt with under another act or law, frivolous, not in the public interest, filed over six months after the incident, about an incident prior to proclamation or where there was no jurisdiction under section 58.

Case Load at Year End

Total Complaints Received	Total
Cases from previous years carried over into 2014–15	877
Cases received in 2014–15	2,926
Cases where CSR initiated and completed*	171
Cases screened in during 2014–15	1,280
Cases screened out during 2014–15	1,440
Cases investigated and closed during 2014–15	812
Carried over from 2014–15 into 2015–16	825

* Includes all CSR initiated successful and terminated

Case Load at Year End

From April 1, 2014, to March 31, 2015, 2,978 cases were closed, including cases from previous years, while 825 cases were still open at year end. This table provides a look at the OIPRD's case load as of March 31, 2015.



REQUESTS FOR REVIEW

There is no statutory right of review from decisions made by the OIPRD. The Director's decisions are final, subject to an application for judicial review in the Ontario Superior Court of Justice. If a complainant disagrees with an investigation by the police service where the complaint is found to be unsubstantiated or substantiated less serious, the complainant may ask the OIPRD to review the decision.

A complainant has 30 days from the day they were notified of the result of their complaint to request a review. For more information on Requests for Review, please visit the Request a Review page of our website.

If a complainant has made a policy or service complaint and is not satisfied with the conclusion, an appeal may be made to the appropriate police services board.

Explanatory Notes

No right of review: There is no statutory right of appeal from decisions made by the Director about OIPRD-investigated complaints. In these circumstances a complainant would have to proceed by way of judicial review.

Request for review filed late: The request for a review was received more than 30 days after the complainant received the chief's decision, including a five-day grace period for delivery of mail.

Assigned second investigation to same service: The panel determined a second investigation was required and returned the complaint to the same service.

Chief's decision confirmed: The review panel agreed with the chief's decision.

OIPRD takes over investigation: The review panel determined a second investigation occur, conducted by the OIPRD.

Panel varied decision: The OIPRD panel changed the decision, for example, from unsubstantiated to substantiated.

Awaiting Request for Review materials: After receiving a Request for Review, the OIPRD may determine it needs more information about the investigation in order to make a decision.

Examining investigative file: The OIPRD Investigations unit has received all related materials and is examining the file.

Ready for panel review: The OIPRD Investigations unit has reviewed the file but has not presented it to the review panel, which includes the Director or Deputy Director, Investigations Manager and Senior Legal Counsel.

Requests for Review in 2014–15

Requests for Review		Total
Total Requests for Review	Requests for Review carried over into 2014–15	36
	Requests for Review received in 2014–15	140
	Total Requests for Review open in 2014–15	**176**
Requests for Review - criteria not met	No right of review	5
	Request for Review filed late	7
	Requests for Review criteria not met	**12**
Requests for Review - completed and closed	Assign second investigation to same police service	10
	Chief's decision confirmed	94
	OIPRD takes over investigation	10
	Panel varied decision	3
	Total Requests for Review completed and closed	**117**
Requests for Review - open and carried over into 2015–16	Assign second investigation to same police service	1
	Awaiting Request for Review materials	12
	Chief's decision confirmed	1
	Examining investigative file	17
	OIPRD takes over investigation	4
	Ready for panel review	6
	Requests for Review not yet screened	6
	TOTAL Requests for Review open and carried over into 2015–16	**47**

DISCIPLINARY HEARINGS

Under the PSA, the OIPRD does not manage discipline or disciplinary hearings. Disciplinary hearings are conducted by hearing officers appointed by chiefs of police and discipline is imposed by chiefs of police.

If an officer is found guilty of misconduct, hearing officers consider a number of factors when deciding the appropriate final penalty. These factors include: past disciplinary hearing or court decisions, the officer's previous record and work performance and whether the officer shows remorse and took responsibility for his or her actions.

For more information on disciplinary hearings, please visit the Hearings page of our website.

In cases where a matter goes to a hearing and an officer is disciplined, misconduct is not found or the complainant is not satisfied with the discipline, they may file an appeal with the Ontario Civilian Police Commission (OCPC).

Disciplinary Hearing Summaries from 2014–15

The OIPRD posts disciplinary hearing decisions from public complaints on our website. We have provided summaries of some examples of cases that went to a hearing in 2014–15.

Toronto Police Service - Constable B.A. (G20)

On Sunday, June 27, 2010, Constable B.A. was working the G20 summit detail. The complainant and his friend were taking pictures of the damage caused to establishments in the Yonge and College area. The complainant was wearing a handkerchief around his neck, but was not wearing a backpack or carrying any object that would be considered a weapon.

The complainant was approached by two police officers who spoke to him for a moment and then asked him to remove the handkerchief. The complainant refused and asked under what authority they were requesting him to remove it. The officers responded that they had increased powers to search people wearing black clothing, goggles, backpacks, or head coverings like a bandana or handkerchief.

At this point Constable B.A. approached the group and informed the complainant that if he didn't remove the handkerchief that he would be arrested. The complainant refused and Constable B.A. removed the handkerchief and arrested the complainant for "potential to commit crime." While under arrest, Constable B.A. searched the complainant and located no weapons. All of his items were returned, except for the bandana.

As a result of the interaction, the complainant filed a complaint with the OIPRD. Constable B.A. was charged with conducting an unlawful arrest without good and sufficient cause. The hearing was held in April 2014. Constable B.A. testified, along with the complainant, a civilian witness, and a witness officer. The hearing officer found that Constable B.A. was guilty of misconduct.

The hearings officer found that the complainant was not dressed like a Black Bloc member, there were no tools or weapons visible on his body or in any bag, the officer did not take sufficient time to learn about what had transpired between the other officers and the complainant, the bandana was lost after being confiscated by police, and the complainant was consistent in telling the officers that he was going to Eaton Centre to shop.

The officer filed a Notice of Appeal against the finding of misconduct on April 13, 2014. The penalty decision, dated August 14, 2014, resulted in a reprimand, following joint submissions from counsel.

Ottawa Police Service - Constable N.B.

On May 25, 2011, Constable N.B. attended a call to apprehend a shoplifter. The officer obtained the shoplifter's name, his birthdate, the Loss Prevention Report and video evidence of the offence. The shoplifter did not have any identification to confirm his identity. Constable N.B. arrested the shoplifter and checked his Canadian Police Information Centre (CPIC) record, which revealed outstanding warrants and his description. In her notes of the arrest, the Constable included the name and date of birth of the shoplifter, but not the description.

Constable N.B. gave the shoplifter an Appearance Notice, without the incident number, and informed him to attend the police station at a later date for fingerprints. An Occurrence Report was created, although it did not include information about the outstanding warrants. As a result of an error, the cause still undetermined, the complainant was linked to the report, instead of the shoplifter.

The shoplifter failed to attend the required dates and due to the mistaken connection in the Occurrence Report, an arrest warrant was issued for the complainant.

On January 12, 2013, the complainant was returning to Canada on an international flight, when Canada Border Services Agency pulled up the complainant's name with a warrant for his arrest. The complainant was arrested and detained in an Ottawa Police station cell. The complainant insisted they had the wrong person and Constable N.B. was called to confirm the identity of the person.

Upon arrival, Constable N.B. spoke to the complainant and reviewed the video footage from the shoplifting incident, then told

the sergeant in charge that it was the same person. At no point did Constable N.B. consult the Loss Prevention officers, her notebook, the Appearance Notice, the CPIC printout, or the full video footage which included a close-up of the shoplifter, who was clearly not the complainant. Constable N.B. also said she confirmed the identity of the shoplifter through the Ottawa Police Service digital mug shot system, but no mug shot existed.

The complainant was detained for 26 hours until released by the court on recognizance. He then contacted the Ottawa Crown Attorney's office and Ottawa Police Service to have the matter investigated and confirmed that he was not the shoplifter.

After having the charges dropped, the complainant made a complaint to the OIPRD. The complaint was investigated by the service, which substantiated the matter as serious and sent it to a disciplinary hearing.

In the disciplinary hearing, Constable N.B. pled guilty to the charges: one count of Neglect of Duty and one count of Discreditable Conduct. Counsels provided a joint submission on the penalty, which was agreed to by the hearing's officer. The penalty was 128 hours for the finding of Neglect of Duty and a demotion from First-Class Constable to Second-Class Constable for eight months for the finding of Discreditable Conduct.

Durham Regional Police Service - Constable P.G.

On October 9, 2012, the complainant was arrested by Durham Regional Police Service for driving while disqualified, attempting to flee police and dangerous operation of a motor vehicle. Upon arrest he was taken to 19 Division, informed of his charges and searched. He was later transported to 17 Division in Oshawa, where he was to be held for his bail hearing. He was taken to a private room and searched by Constable P.G. During this time the constable asked the complainant to remove his hands from his pockets. The complainant refused and the constable told him he would remove them forcibly.

The complainant testified that he removed his hands from his pockets and Constable P.G. pushed him against the wall. In response, the complainant said he flexed his body to avoid touching the wall. Another officer bent his arm back and the complainant exclaimed that he was in pain. The complainant alleged that at that moment Constable P.G. grabbed him by the throat and told him to stop resisting.

The complainant was later placed in a cell where he requested medical attention. He alleged that Constable P.G. ignored this request. A short time later a sergeant attended the cells and the complainant was taken to the hospital.

Constable P.G. provided a different version of the events at the hearing. He said that initially he was concerned because the complainant had his hands in his pockets, but eventually he removed them. The complainant then put his hands back into his pockets and Constable P.G. took physical control, turned him around and made him face the wall to re-handcuff him. When moving the complainant to his cell, Constable P.G. stated that he bent the complainant's wrist in a pain compliance manner to ensure he continued to move forward. He stated that his only other contact with the complainant was when he fingerprinted him before he was taken to the hospital.

The complaint was investigated by the OIPRD, which substantiated the matter as serious and sent it to a disciplinary hearing.

Constable P.G. was charged with one count of Unlawful or Unnecessary Exercise of Authority, he pled not guilty. The complainant, Constable P.G., a sergeant, two constables from the training department, and an investigator from the OIPRD testified at the disciplinary hearing. The hearings officer found this case to be one based on credibility. He found that no physical strikes were used and although some of the control techniques may have caused the complainant discomfort, the use of force used was reasonable considering the circumstances. For this reason, the hearings officer found Constable P.G. not guilty.



RECENT COURT DECISIONS

Figueiras v. York Police Services Board

The complainant alleged that he was illegally detained by an officer of the York Regional Police Service (YRPS) during the G20. The matter was retained and investigated by the OIPRD.

Due to the complexity of the matter, the investigation was completed nine months after date of the decision to retain the complaint for investigation. Under section 83(17) of the *Police Services Act,* "if six months have elapsed since…[the day on which the complaint was retained by the IPRD]… no notice of hearing shall be served unless the board…is of the opinion that it was reasonable." The IPRD directed the YRPS chief to apply to the police services board under section 83(17) of the PSA for an extension to file the notice of hearing. The respondent officer was permitted the opportunity to make submissions and the IPRD directed the chief to provide the complainant with the same opportunity. The board accepted the officer's submissions, on two occasions, but refused to allow the complainant to make submissions. The board then dismissed the chief's application and did not grant the extension.

The matter was appealed to the Divisional Court, which determined that the same procedural rights that are afforded to respondent officers on the application before the board, namely the right to attend and make submissions, must also be afforded to complainants. Furthermore, the court affirmed that the IPRD has the authority to direct the board in the appropriate process to follow. The court directed the board to reconsider the section 83(17) application and to permit the complainant an opportunity to make submissions.

Endicott v. Ontario (IPRD)

The complainant suffers from a neurodegenerative disorder. In April 2011, she ordered a "helium hood" from the United States, designed to assist people in taking their own lives.

The United States Federal Bureau of Investigation obtained information about her order and contacted the Toronto Police Service (TPS). On August 19, 2011, TPS attended the complainant's residence and found she was away on vacation. The TPS officers spoke with two of her neighbours,

obtaining contact information for her son and her vacation home. OPP was provided this information and attended the complainant's vacation home, demanding that she accompany them to the hospital. After approximately an hour, the complainant agreed to leave by ambulance to be examined in hospital.

In the following weeks the complainant filed two separate complaints with the OIPRD about the conduct of individual TPS and OPP officers, alleging that the officers violated her liberty and privacy rights. The OIPRD screened out both complaints without an investigation.

The complainant filed a judicial review. A procedural issue arose as to whether the Director was required to file a Record of Proceedings. The Court of Appeal ruled that he was required to file a Record which includes everything that was considered by the Director in arriving at his decision, since he exercises a statutory power of decision during the screening of a complaint.

The court also confirmed that all complaints are to be presumed screened in, provided there is no reason to screen out the decision under section 60 of the PSA.

The application for judicial review, which will determine the reasonableness of the Director's decision, is scheduled to be heard in October 2015.

Wall v. IPRD

On June 27, 2010, during the G20, the complainant was walking in downtown Toronto, when he was approached and arrested by two officers from Toronto Police Service because he had been wearing a bandana on part of his face. He was released without charges the next day, after 28 hours in custody.

Almost exactly six months later, the complainant made a complaint to the OIPRD. The complaint was screened in and retained by the OIPRD for investigation. The final investigative report included statements from one of the arresting officers, that he had received orders to arrest everyone wearing a bandana. These orders were said to have come from officers higher in the chain of command, namely a sergeant who had delivered a briefing that morning and who said he had received instructions from the upper command.

In February 2012, the complainant filed a further complaint with the OIPRD requesting that Chief Blair and other senior officers be investigated for giving an illegal order.

The OIPRD screened out the complaint under section 60(2) of the PSA, as it had been made more than six months after the incident that gave rise to the complaint, which was June 2010.

The complainant filed a judicial review. The court reviewed the matter and found that the IPRD was under an obligation to consider the element of discoverability in considering the six month period, meaning the Director was required to consider when the complainant could reasonably have discovered the facts underlying the complaint.

The court also held that the Director is required to provide sufficient reasons to explain the basis for his screening decision.

The Court sent the matter back to the Director to consider various factors and to provide better reasons for his screening decision. The Director did so and provided a new screening decision.



THE DIRECTOR'S POSITION

Police Ethics

Over the next year I will be focusing on encouraging more ethical leadership in police services. Police officers provide a vital service to communities and society. They are responsible, among other things, to preserve the peace, prevent crimes, apprehend criminals and lay charges. Police officers are granted enormous power and authority, including the power to detain, arrest and use lethal and non-lethal force against citizens. When individual officers abuse that power and authority, or are perceived to abuse it, they betray the public trust in police. When the public believes the police cannot be trusted, then respect for the police and the laws they enforce diminishes.

I strongly believe that having police leaders who act and lead with integrity will help address concerns about incivility and misconduct throughout police ranks. There can and must be more accountability, and that can only be accomplished if we are prepared to achieve more openness, more engagement in our relationships and more collaboration. It also requires taking responsibility, not just by chiefs of police, but by all police officers — especially those in positions of authority and supervision. It really boils down to this: Doing the right thing, all the time.

In my systemic review of incidents during the G20, recommendation 11 directly addressed the issue of responsibility. I believe that the *Police Services Act* and the current Code of Conduct regulations should be reviewed to impose a positive duty on all officers to disclose potential evidence of police misconduct regardless of whether any public complaint has been made, and to impose a positive duty on all officers to assist with investigations of police conduct. In this way, all police services and all senior officers must take responsibility for ensuring that the policies, obligations and requirements of good policing are met.

Street Checks

Street checks or carding is the act of stopping and collecting a civilian's personal information, which is retained on police databases. On occasion, this practice may result in searches of the civilian or requests to show the officer what is in the civilian's

pockets. Public concern has arisen when civilians have attempted to exercise their right to disengage and police officers have responded with force.

Carding is an issue that has been identified for police services throughout the province. I am concerned about the issue of carding as it has eroded the public trust in policing. The OIPRD has been an active member of the Toronto Police Service's Police and Community Engagement Review (PACER) committee, a group of community members, TPS members, and organizations tasked with the role of consulting and providing recommendations on matters related to community engagement, including carding.

My office is treating all complaints we receive about carding seriously and I expect complaints on this issue will increase if the matter is not appropriately addressed. Allegations of officers illegally stopping, collecting information, and/or detaining members of public will be rigorously reviewed. Currently, I have asked for all carding complaints to be flagged for my attention. The OIPRD will work with stakeholders to provide direction and guidance on an appropriate process to allow police to effectively interact with the public while carrying out their duties to serve and protect.

Body Worn Cameras (BWCs)

I support the use of BWCs by police services. I think they have tremendous potential to enhance public safety, contribute to officer training, reduce public complaints, prevent negative interaction between police and members of the public, and significantly increase public trust and confidence in policing. The potential is there, but without the right equipment, privacy protections, the determination of police leaders to ensure there is buy-in from front-line officers and the public, as well as clear policies and procedures, that potential will fizzle.

Although there are several benefits to BWCs, any service considering the new technology must consider potential pitfalls, including privacy, costs and storage.

Over the past year, I have attended conferences and consulted with several police services, including the Calgary Police Service and Los Angeles Police Service, providing recommendations on their BWC trials. I commend any police service considering BWCs and conducting their due diligence. I would recommend that they hold public consultations, and arrange an advisory panel including officers, civilians, academics, the Office of the Information and Privacy Commission, local Crowns and the OIPRD.

Strip Searches

Level three searches, also known as strip searches, is an issue that we are keeping an eye on. The overuse of strip searches first became a public issue in 2011 after police figures showed an increase in the use of the search. In December 2013, a Toronto Police Service officer told a court he had stripped many people fully naked when conducting searches, contrary to the Supreme Court decision, *R. v. Golden.* This was also a big issue during the G20, where several people experienced this intimidating procedure.

In 2013, I wrote to TPS police Chief Blair to say I was deeply troubled by what appeared to be a general overuse of strip searches. The Supreme Court of Canada was very clear about the limitations put on the use of strip searches, highlighting that it should not be routine. I agree with this finding. Although there are situations where a strip search may be needed, the reasons for the search must be limited to defined situations and properly documented. This is not just an issue faced by TPS; I have received complaints about how the technique is being used by other police services. Given the intrusive nature of this practice, I have asked my staff to pay particular attention to complaints and investigations involving strip searches.

QUALITY ASSURANCE AUDIT OF POLICE SERVICES

In 2014–15, the OIPRD conducted an independent compliance review of a sample of police services across Ontario. The purpose of this review was to identify strengths and weaknesses in how police services handle public complaint inquiries and provide information about the OIPRD. The review was conducted at 116 municipal police stations and OPP detachments throughout the province.

Quality assurance audits are instrumental in gauging the general knowledge that police services have of the agency and the public complaints process. They are also useful for identifying target areas for outreach and education programs to police services.

Four key areas were the focus of the review:

1. Display of posters and brochures

The criterion for a pass in this category was that a service had to have both posters and brochures in view and accessible. This meant that brochures had to be accessible to the public without having to request one.

2. Accessibility of information

The criterion for a pass in this category was that a service had to provide the inquiring citizen with at least one or more OIPRD brochures. For the purposes of this review, that included all brochures even if they were not readily accessible to the public, as well as photocopies or printouts of the brochures that are available on the OIPRD website.

3. Knowledge of staff, including front desk staff

The criteria for a pass in this category were that a service had to:

- Provide information on how to contact the OIPRD – contact information, brochure or website
- Explain how and where to file a complaint, including the OIPRD website
- Explain the three avenues through which a complaint can be resolved or processed for potential investigation: speak to officer in charge, local resolution or file a formal complaint with the OIPRD

4. Website review

The criteria for the review of police services' websites included the following:

- A homepage reference to the complaints process or the OIPRD
- A homepage reference on how to file a complaint
- Information on the OIPRD or complaints process can be found with one or two clicks to a subpage
- Mention of the OIPRD anywhere on the website
- A link to the OIPRD website

Findings

The compliance review consultants found that there was a high degree of awareness of the OIPRD among senior police staff. Officers at the staff sergeant level and above were very knowledgeable about the OIPRD process and stressed the importance of bringing any complaints forward to be resolved. However, review consultants reported that police staff or civilian personnel at front reception desks were not as knowledgeable about the OIPRD process.

When compliance audits are completed and analyzed, the Independent Police Review Director informs the chiefs of police and the OPP Commissioner of the key findings of the compliance review for their service. In conjunction with the findings, the Director provides recommendations to assist police services to improve in the necessary areas.

Compliance Rates – Staff Knowledge

	Total	OPP	Municipal
Provide contact information - two of three items	71%	82%	65%
Provide all three ways to resolve or file a complaint	51%	55%	49%

Compliance Rates – Staff Reception

Courteous

	Very	Somewhat	Not very	Not at all
OPP	81%	14%	5%	–
Municipal	70%	23%	7%	–

Comfortable

	Very	Somewhat	Not very	Not at all
OPP	81%	19%	–	–
Municipal	77%	22%	1%	–

Compliance Rates – Display of Posters/Brochures and Accessibility of Information

	Total	OPP	Municipal
Posters and brochures displayed	47%	62%	38%
One or more brochures provided	84%	86%	82%



PUBLIC AWARENESS

The OIPRD is mandated by the *Police Services Act* to educate stakeholders and the general public about the public complaints system. Public awareness of the OIPRD and the public complaints process is integral to maintaining effective civilian oversight of police.

In 2014–15, members of the Outreach and Education team delivered over 100 presentations to a wide variety of stakeholders across the province, from as far west as LaSalle, to Ottawa in the east and north to Thunder Bay. The agency has continued to reach out to targeted stakeholder groups across Ontario, providing in-person presentations to legal clinics, police services, police foundations students, community organizations and Aboriginal groups. Members of the Communications and Outreach unit also sit on several committees including the Toronto Police Service's Police and Community Engagement Review (PACER) committee.







We continue to receive valuable feedback from stakeholders across the province through our outreach meetings and presentations.

Should you or your organization wish to schedule a presentation or request printed materials, please contact our office.

Digital and Social Media

The OIPRD has taken steps to create a more robust online presence and reach Ontarians online by refreshing the look and feel of the OIPRD website www.oiprd.on.ca and launching a Twitter account @OIPRD_BDIEP. By increasing our digital outreach, we want to ensure that all Ontarians understand the oversight role the OIPRD plays in managing public complaints against the police in Ontario and that all Ontarians understand how to make a complaint to our office.

The OIPRD website www.oiprd.on.ca was re-launched in fall 2014 and meets WCAG 2.0 Level AA standards of accessibility. You can now download PDF versions of all our printed materials including forms, brochures, posters, systemic reviews, annual reports and news releases. We have revised all web content to provide a more comprehensive overview of the public complaints system and detailed descriptions of our processes, including how complaints are screened and investigated and potential outcomes. We will continue to update our website to ensure the most accurate information is available to the public, providing transparency and a greater understanding of the work we do. Is there something you'd like to see on our website? Let us know!





The Director's Public Appearances

The Independent Police Review Director is a sought-after public speaker for all matters relating to policing, oversight, accountability and mediation.

Over the past fiscal year, Mr. McNeilly was invited to speak at a variety of stakeholder events, local conferences and other national and international speaking engagements. He was also interviewed by CBC radio (Toronto), CP24 Television (Toronto) and CKFG-FM – G 98.7 radio (Toronto).

In addition, Mr. McNeilly co-chairs the Toronto area Director's Resource Committee with the Special Investigations Unit, and includes members from Toronto Police Service and community stakeholders from the legal and social services sector.







PERFORMANCE MEASURES

Performance measures can help improve processes, practices and accountability. They are a means by which results can be structured, monitored and evaluated. When the OIPRD established processes and protocols for the complaints process, we also established a series of performance measures to track the performance of internal and external processes and procedures.

On an ongoing basis, the OIPRD tracks the following areas to help ensure best practices and constant improvement:

Seven-day Local Resolution timeline

The police service has seven days after the conclusion of a Local Resolution to send the completed forms to the OIPRD. The form must be signed, dated and include a description of the resolution. The OIPRD case management system tracks this process electronically.

Two-day intake

The OIPRD endeavours to complete the intake process and send the complainant a letter of acknowledgement within two days.

10-day screening

Once a complaint file is assigned to a case coordinator, they endeavour to complete the screening of a complaint within 10 days of its receipt. If an issue arises, for example, more information is needed from the complainant, the clock stops.

45-day Customer Service Resolution (CSR) process

The CSR process is intended to provide a timely resolution to complaints and must be completed in 45 days.

60-day report for policy and service complaints

The chief is required to complete a report responding to policy and service complaints within 60 days of referral from the OIPRD. The OIPRD case management system tracks receipt of the 60-day report and alerts the case coordinator of upcoming due dates. Our practice for non-compliance includes escalation to the Director.

120-day investigative report

Investigations must be completed within 120 days unless an extension has been requested in writing and granted. To ensure compliance with the 120-day investigation report completion timeline for OIPRD investigations and investigations by police services, our system tracks investigation report due dates. Occurrences of non-compliance are escalated to the Director. Case coordinators must also ensure that a 45-day update has been received and necessary requests for extensions beyond the 120 days have been submitted. Requests and approvals are tracked within the system.

Complaints retained by the OIPRD are often more complex. As a result investigations take longer to complete because investigators must receive disclosure from the police service. In addition to conducting investigations, OIPRD investigators review all investigative reports prepared by the police services.They also review police service investigative files for Requests for Reviews and conduct systemic review investigations. In the coming year the OIPRD will focus on ensuring that our investigations are completed in a timely matter.

47-day Request for Review

Once our office receives a Request for Review, we endeavour to complete a fulsome review in a timely manner. All Requests for Review must be ready for presentation to the panel within 47 days of receiving the request.

OIPRD Performance Measures - 2014–15

	Performance Targets Met		
Performance Measure	**2014–15**	**2013–14**	**2012–13**
Seven-day Local Resolution	85%	80%	98%
Two-day intake	95%	95%	91%
45-day CSR process	84%	80%	N/A
10-day screening	85%	79%	59%
120-day investigation report - referred	67%	66%	54%
120-day investigation report - retained	23%	25%	27%
60-day report for policy/service complaints	73%	26%	31%
47-day Request for Review	88%	76%	16%



THE ORGANIZATION

The OIPRD has an allocation of 52 full time employees. In addition to our full time staff, the OIPRD had three temporary positions to meet our additional workload requirements at the end of 2014–15. The OIPRD is organized into the following core operational units:

- Executive Office
- Case Management
- Investigations
- Legal Services
- Communications, Outreach and Education
- Business Operations

Staffing

We are committed to ensuring that our office is sufficiently staffed to complete the work that is expected of us.

In 2014–15, the OIPRD appointed a Deputy Independent Police Review Director. The Deputy Director will ensure continuity and sustainability of the function of the Office, and is delegated to act as the Independent Police Review Director when the Director is absent or unable to act.

In 2014–15, our staff complement was as follows:

Human Resources

Unit	Number	Percentage
Executive Office	5	10
Case Management	14	27
Investigations	15*	29
Legal Services	4	8
Communications, Outreach and Education	6	12
Business Operations	8	15
Total	52	100

* Includes Systemic Review Project Manager

Our Commitment to Accessibility, Diversity and Inclusion

The OIPRD is committed to ensuring an inclusive and accessible environment in which all members of the public have equal access to its services and are treated with dignity and respect. The OIPRD aims to provide its services in accordance with Ontario's *Human Rights Code*, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Accessibility Standards for Customer Service regulation made under the AODA.

Accessibility

The OIPRD is committed to providing accommodation for all persons with identified disabilities under the AODA in relation to services and materials provided by the OIPRD. Disability includes physical disabilities, sensory disabilities, mental health disabilities and invisible disabilities such as learning disabilities or environmental sensitivities.

The OIPRD is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

It is important that every employee of the OIPRD has a strong understanding of accessibility and disabilities under the AODA. Over the past year the OIPRD received training from the Ontario Human Rights Commission on Human Rights Essentials and Gary Malkowski, of the Canadian Hearing Society, on anti-ableism and anti-audism and accommodating the Deaf, deaf, deafened and hearing impaired community.

In 2014–15, the OIPRD made significant achievements in accessibility. We developed and publicly posted our external accommodation policy, our anti-ableism statement of commitment and posted our Accessibility Annual Status Report on our website. In addition, we updated our internal procedures to ensure that the OIPRD provides reasonable accommodation to complainants.

Diversity and Inclusion

The OIPRD's diversity and inclusion goals align with the OPS corporate vision, namely:

- Embedding diversity and inclusion objectives in OIPRD policies, processes and services in order to deliver the best customer services possible
- Building a safe and healthy work environment that embraces different perspectives, beliefs, personalities and cultures, and ensures the workplace is free of discrimination and harassment
- Reflecting the diverse population that the organization serves
- Leveraging the diversity of OIPRD staff to deliver the OIPRD's services
- Responding to the needs of a diverse culture

Our diversity and inclusion plan is available on our website. The current plan is set until 2016 and outlines the OIPRD's diversity and inclusion goals and strategies. The OIPRD diversity and inclusion strategy exists to help the OIPRD build a culture of inclusion both as an employer and a service provider. It operates on the premise that in order to be responsive to the diversity of Ontario, we must be inclusive of diversity within the workplace.

We continue to be an inclusive workplace that encourages and supports efforts that make our staff feel included and valued. We have found that this approach fosters a culture of acceptance and allows employees to feel free to present innovative ideas to better serve Ontarians.

As part of the OIPRD's commitment, an internal Diversity and Inclusion Committee was created to plan events that support diversity and inclusion both inside and outside the office. In 2014–15, several internal events were organized, which helped to foster employee engagement and communication throughout the organization.

In addition, for the first time, the OIPRD hosted a Canadian Citizenship Ceremony, welcoming 99 new Canadian citizens from 30 different countries. The ceremony was presided over by the Honourable Justice Lilian Ruth Klein, with guest hosts: the IPRD, OIPRD's Chief Operations Officer and the Assistant Deputy Attorney General, Agency Relations Division, Ministry of the Attorney General.

The OIPRD staff greeted prospective citizens and their guests at the door and directed them to their seats. Justice Klein conducted the Oath of Citizenship in English and French, followed by the presentation of certificates to the new citizens. After the ceremony, the OIPRD treated participants and guests to cake and refreshments. The ceremony was a big success and allowed the OIPRD to renew its commitment to supporting the diversity of Canada and inclusion in Ontario.









FINANCIAL EXPENDITURES

This table outlines our financial expenditures, including our original and revised budget. The variance between the original budget and the actual expenditures was due to the limited opportunities to implement the fee-for-service regional investigative model, which resulted in the use of other models for investigations. Other savings were identified in salaries and wages.

OIPRD financial statements are subject to review by the Ministry of the Attorney General and subject to audit by the Ministry of Finance.

Financial Expenditures 2014–15

Original budget	$7,335,100
Revised budget	$6,111,000
Expenditures	$5,982,965

2014–15 Year-End Expenditures

Salaries and Wages	$4,410,724
Employee Benefits	565,882
Transportation and Communications	186,182
Services	745,730
Supplies and Equipment	74,447
Total	$5,982,965

SERVICE BY SERVICE STATISTICS

The 2014–15 statistics display the case-by-case outcomes for all complaints received, resolved, investigated and disposed in the fiscal year April 1, 2014, to March 31, 2015. They include outcomes for cases that have been carried over from prior years, and also cases that will be carried into the next fiscal year.

Service by Service Statistics Notes

"Unsubstantiated" refers to complaints where all allegations have been found unsubstantiated.

"Less serious" refers to complaints where at least one allegation has been found substantiated less serious, and no allegations have been found substantiated serious.

"Serious" refers to complaints where at least one allegation has been found substantiated serious, even if there are allegations that have been found substantiated less serious or unsubstantiated.

"Disposition" refers to decisions made after an investigation has been completed.

"Open" refers to complaints that have dispositions in this fiscal year but the file has not yet been closed.

"Closed" refers to complaints that have dispositions in this fiscal year and the file has been closed.

"Not determinable" refers to complaints where no service was named and the OIPRD could not identify the correct service.

SERVICE-BY-SERVICE STATISTICS

Service	Total officers subject to PSA Part V*	Local Inquiries**	Local Resolution**	Total complaints received April 1, 2014 - March 31, 2015	Total complaints carried over from prior years	Customer Service Resolution April 1, 2014 - March 31, 2015	Total successful Customer Service Resolution carried over from prior years	Total complaints - Conduct	Total complaints carried over from prior years - Conduct	Total complaints - Policy	Total complaints carried over from prior years - Policy	Total complaints - Service	Total complaints carried over from prior years - Service	Complaints not yet classifed⁄	Total complaints screened out 2014-15	Total complaints screened out from prior years
Amherstburg	31	1	--	6	1	--	--	4	1	--	--	2	--	--	4	--
Aylmer	13	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Barrie	240	--	--	48	11	3	--	39	11	1	--	--	--	5	18	1
Belleville	87	2	--	19	6	--	--	19	5	--	--	--	1	--	7	--
Brantford	168	4	--	22	5	--	--	19	5	--	--	1	--	2	15	--
Brockville	40	5	--	11	4	--	--	10	3	--	--	--	1	1	5	2
Chatham-Kent	165	--	--	17	11	1	--	16	11	--	--	--	--	--	9	1
Cobourg	32	4	--	2	--	--	--	2	--	--	--	--	--	--	1	--
Cornwall Community	87	13	2	11	2	--	--	9	1	1	--	--	1	1	4	--
Deep River	9	2	--	2	--	--	--	2	--	--	--	--	--	--	--	--
Dryden	20	--	--	11	2	--	--	11	2	--	--	--	--	--	1	--
Durham Regional	863	--	--	98	26	1	--	86	25	1	--	3	1	7	30	--
Espanola	12	2	--	--	2	--	--	--	2	--	--	--	--	--	--	--
Gananoque	16	--	--	3	1	--	--	2	1	--	--	1	--	--	2	--
Guelph	191	--	--	28	8	1	--	25	8	1	--	--	--	1	19	--
Halton Regional	667	--	--	75	10	5	--	63	10	--	--	4	--	3	34	--
Hamilton	828	--	3	99	24	5	1	85	23	1	--	2	--	6	51	1
Hanover	15	--	--	2	--	--	--	2	--	--	--	--	--	--	2	--
Kawartha Lakes	43	12	--	17	11	--	--	14	10	1	--	1	1	1	11	5
Kingston	196	19	--	25	14	2	--	21	13	--	--	1	1	1	12	--
LaSalle	36	--	--	3	--	--	--	3	--	--	--	--	--	--	2	--
London	597	7	--	85	22	3	--	76	21	--	--	2	1	4	46	1
Midland	26	--	--	6	--	--	--	6	--	--	--	--	--	--	3	--
Niagara Regional	708	1	1	84	30	1	--	75	26	1	1	2	3	5	37	4
North Bay	90	--	--	22	3	2	--	19	2	--	--	--	1	1	13	2
Ontario Provincial Police	6,116	15														
OPP Central East		--	4	134	40	12	1	105	30	3	--	3	9	11	73	1
OPP Central West		--	1	63	17	2	2	47	15	4	--	6	--	4	29	2
OPP East		--	1	147	37	8	--	128	35	--	1	5	1	6	68	12
OPP Northeast		--	--	69	13	4	--	57	13	--	--	4	--	4	32	4
OPP Northwest		--	--	50	13	1	1	45	12	--	--	2	--	2	17	2
OPP Toronto		--	--	13	6	1	--	8	5	--	--	2	1	2	4	--

*From Statistics Canada Police Resources in Canada 2014

**Local Resolution and Local Inquiries are outside the formal OIPRD complaints system.

⁄Services have been identified but the complaint has not yet been classified as conduct, policy or service.

SERVICE-BY-SERVICE STATISTICS

Service	Abandoned	Withdrawn	Informal Resolution	Informal Resolution carried over from prior years	Successful mediation	Successful Customer Service Resolution	Complaints closed for other reasons[Ψ]	Unsubstantiated - closed	Unsubstantiated - open	Substantiated - less serious - closed	Substantiated - less serious - open	Substantiated - serious - hearing - closed	Substantiated - serious - hearing - open	No action taken (policy/service) - closed	No action taken (policy/service) - open	Action taken (policy/service) - closed	Action taken (policy/service) - open	Disposition from prior year - closed in 2014-15	Disposition from prior year - open	Open cases - awaiting outcome
Amherstburg	--	1	--	--	--	--	--	--	--	--	--	--	--	--	--	--	1	--	1	--
Aylmer	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Barrie	--	3	12	4	--	3	2	5	--	--	1	--	--	--	1	--	--	--	--	9
Belleville	--	3	2	--	--	--	3	4	1	--	--	--	--	--	--	--	--	1	--	4
Brantford	--	1	--	--	--	--	--	3	--	--	--	--	--	--	--	--	--	--	3	5
Brockville	--	1	--	--	--	--	--	3	2	--	--	--	--	--	--	--	--	1	--	1
Chatham-Kent	--	--	3	1	--	1	--	4	1	--	--	--	2	--	--	--	--	3	--	3
Cobourg	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	1
Cornwall Community	--	1	--	--	--	--	--	3	--	1	--	--	--	1	--	1	--	1	--	1
Deep River	--	--	1	--	--	--	--	1	--	--	--	--	--	--	--	--	--	--	--	--
Dryden	--	1	--	--	--	--	--	6	1	1	--	1	--	--	--	--	--	--	--	2
Durham Regional	--	8	--	--	--	1	2	38	8	1	1	--	2	1	1	--	--	3	1	27
Espanola	--	1	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	1
Gananoque	--	--	--	--	--	--	--	1	--	--	--	--	--	1	--	--	--	--	--	--
Guelph	--	1	--	--	--	1	1	5	2	--	1	--	--	--	1	--	--	1	--	4
Halton Regional	--	2	7	1	--	5	3	10	7	3	1	--	1	1	--	1	1	1	--	7
Hamilton	1	11	11	3	--	6	3	17	3	3	--	--	--	1	--	--	--	2	--	10
Hanover	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Kawartha Lakes	--	--	--	2	--	--	--	3	--	2	--	--	--	1	--	--	--	3	--	1
Kingston	--	2	2	2	--	2	--	7	--	--	1	--	--	1	--	--	--	6	--	4
LaSalle	--	--	--	--	--	--	--	--	1	--	--	--	--	--	--	--	--	--	--	--
London	--	12	4	--	--	3	1	16	3	1	1	--	1	--	--	--	1	9	1	7
Midland	--	--	--	--	--	--	--	--	3	--	--	--	--	--	--	--	--	--	--	--
Niagara Regional	--	13	--	--	--	1	2	18	6	1	--	--	1	2	--	--	--	13	--	16
North Bay	--	4	--	1	--	2	--	2	--	--	--	--	--	--	--	--	--	--	--	1
Ontario Provincial Police																				
OPP Central East	--	16	1	--	--	13	3	17	5	5	--	--	--	13	--	1	--	6	--	20
OPP Central West	--	6	3	--	--	4	--	7	3	1	2	--	--	5	3	--	--	4	1	10
OPP East	--	28	2	1	--	8	3	18	7	2	3	--	--	1	2	1	1	6	2	19
OPP Northeast	--	4	--	--	--	4	3	9	10	3	2	--	1	1	--	--	1	--	1	7
OPP Northwest	--	15	--	--	--	2	4	6	2	3	3	--	2	1	--	--	1	1	1	3
OPP Toronto	--	4	1	--	--	1	--	2	--	1	--	--	--	--	1	--	--	2	--	3

[Ψ]Closed for other reasons includes complaints where new information was discovered during investigation and was closed as no jurisdiction s. 58, not in the public interest, frivolous, over six months, prior to proclamation, better dealt with under another act/law, or the complaint was closed after a request for review.

SERVICE-BY-SERVICE STATISTICS

Service	Total officers subject to PSA Part V*	Local Inquiries**	Local Resolution**	Total complaints received April 1, 2014 - March 31, 2015	Total complaints carried over from prior years	Customer Service Resolution April 1, 2014 - March 31, 2015	Total successful Customer Service Resolution carried over from prior years	Total complaints - Conduct	Total complaints carried over from prior years - Conduct	Total complaints - Policy	Total complaints carried over from prior years - Policy	Total complaints - Service	Total complaints carried over from prior years - Service	Complaints not yet classifed*	Total complaints screened out 2014-2015	Total complaints screened out from prior years	Abandoned
OPP West		--	1	129	40	8	2	108	35	1	1	3	2	9	50	4	--
Orangeville	42	11	1	3	6	--	--	2	3	1	--	--	3	--	2	1	--
Ottawa	1,301	1	1	212	76	5	1	190	68	2	4	5	3	10	80	5	--
Owen Sound	40	1	--	7	--	--	--	7	--	--	--	--	--	--	6	--	--
Peel Regional	1,922	--	26	167	47	10	3	149	43	--	--	4	1	4	71	5	--
Peterborough‡	133	--	--	18	11	1	1	16	10	--	--	--	--	1	8	1	--
Port Hope	23	2	--	1	--	--	--	1	--	--	--	--	--	--	1	--	--
Sarnia	109	--	--	20	6	1	1	17	5	--	--	1	--	1	9	1	--
Saugeen Shores	21	--	--	2	1	--	--	2	1	--	--	--	--	--	2	--	--
Sault Ste. Marie	135	3	--	20	2	--	--	19	2	--	--	--	--	1	13	1	--
Shelburne	13	1	--	1	--	--	--	1	--	--	--	--	--	--	--	--	--
Smiths Falls	25	--	--	6	--	--	--	6	--	--	--	--	--	--	3	--	--
South Simcoe	74	1	--	4	1	--	--	4	1	--	--	--	--	--	3	--	--
St. Thomas	67	5	--	13	1	1	--	10	1	1	--	--	--	1	4	--	--
Stirling-Rawdon	10	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Stratford	55	8	--	8	3	--	--	8	3	--	--	--	--	--	3	--	--
Strathroy-Caradoc	31	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sudbury	263	1	--	40	8	1	--	33	7	--	--	3	1	3	18	3	--
Thunder Bay	223	1	1	27	15	--	--	27	14	--	1	--	--	--	12	1	--
Timmins	84	1	--	24	2	--	--	20	2	--	--	4	--	--	16	--	--
Toronto	5,342	--	21	725	274	29	8	603	252	6	6	35	8	52	360	18	--
Waterloo Regional	764	--	2	81	17	4	--	67	16	--	--	3	1	7	28	1	--
West Grey	19	--	--	1	--	--	--	1	--	--	--	--	--	--	1	--	--
West Nipissing	22	1	--	5	1	--	--	4	1	--	--	1	--	--	2	--	--
Windsor	446	8	--	42	10	1	--	36	10	1	--	1	--	3	14	1	--
Wingham	7	--	--	2	--	--	--	1	--	--	--	1	--	--	--	--	--
Woodstock	65	--	--	10	1	2	--	7	1	--	--	--	--	1	4	1	--
York Regional	1,510	--	4	128	35	6	1	109	32	--	--	5	2	8	58	5	--
Not About Ontario Police Service	0	--	--	24	1	--	--	23	1	--	--	--	--	1	23	1	--
Not Determinable	0	--	--	14	--	--	--	13	--	1	--	--	--	--	13	--	--
Location Not Yet Identified	0	--	--	20	--	--	--	--	--	--	--	--	--	20	--	--	--
Total	24,042	132	69	2,926	877	121	22	2,482	798	27	14	107	43	189	1,353	87	1

*From Statistics Canada Police Resources in Canada 2014

**Local Resolution and Local Inquiries are outside the formal OIPRD complaints system.

‡Peterborough-Lakefield Community Police Service de-amalgamated and changed its name to Peterborough Police Service on Jan. 1, 2015.

SERVICE-BY-SERVICE STATISTICS

Service	Withdrawn	Informal Resolution	Informal Resolution carried over from prior years	Successful mediation	Successful Customer Service Resolution	Complaints closed for other reasons$^{\Psi}$	Unsubstantiated - closed	Unsubstantiated - open	Substantiated - less serious - closed	Substantiated - less serious - open	Substantiated - serious - hearing - closed	Substantiated - serious - hearing - open	No action taken (policy/service) - closed	No action taken (policy/service) - open	Action taken (policy/service) - closed	Action taken (policy/service) - open	Disposition from prior year - closed in 2014-15	Disposition from prior year - open	Open cases - awaiting outcome
OPP West	21	13	1	--	10	2	20	9	1	3	--	3	--	1	1	1	5	1	23
Orangeville	--	--	--	--	--	--	1	--	--	--	--	1	--	--	--	--	3	--	1
Ottawa	32	1	2	--	6	9	49	9	3	2	--	7	6	--	--	--	20	5	52
Owen Sound	--	--	--	--	--	--	1	--	--	--	--	--	--	--	--	--	--	--	--
Peel Regional	17	39	8	--	13	1	21	6	--	2	--	--	--	--	1	--	10	1	19
Peterborough‡	--	--	2	--	2	--	5	1	--	1	--	1	--	--	--	--	4	1	3
Port Hope	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sarnia	3	--	--	--	2	--	3	--	--	--	--	--	--	--	--	--	3	--	5
Saugeen Shores	--	--	1	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sault Ste. Marie	--	2	--	--	--	2	2	--	--	--	--	--	--	--	--	--	1	--	1
Shelburne	1	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Smiths Falls	--	--	--	--	--	--	2	--	--	--	--	--	--	--	--	--	--	--	1
South Simcoe	--	--	--	--	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--
St. Thomas	1	--	1	--	1	--	5	--	--	--	--	--	--	--	--	--	--	--	2
Stirling-Rawdon	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Stratford	1	1	--	--	--	--	4	1	--	--	--	--	--	--	--	--	1	--	--
Strathroy-Caradoc	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sudbury	5	--	--	--	1	1	5	2	--	--	--	--	1	1	--	--	2	1	8
Thunder Bay	5	1	--	--	--	--	11	2	--	--	--	--	--	--	--	--	5	1	4
Timmins	--	--	--	--	--	--	2	1	--	2	--	--	--	1	2	--	--	--	2
Toronto	63	51	12	--	37	15	108	39	9	3	--	10	8	2	--	--	64	50	150
Waterloo Regional	13	5	3	--	4	1	14	1	--	1	--	--	1	--	--	--	3	2	21
West Grey	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
West Nipissing	--	--	--	--	--	--	1	2	--	--	--	--	--	--	--	--	--	--	1
Windsor	5	3	--	--	1	2	6	--	3	1	--	--	1	--	1	--	3	2	9
Wingham	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	2
Woodstock	--	1	--	--	2	--	--	1	--	--	--	--	--	--	--	--	--	--	2
York Regional	13	18	4	1	7	2	12	2	--	2	2	2	1	--	--	--	6	4	24
Not About Ontario Police Service	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	1
Not Determinable	1	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Location Not Yet Identified	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	20
Total	319	184	49	1	143	65	479	141	44	33	3	34	48	14	9	7	193	79	517

⨘Services have been identified but the complaint has not yet been classified as conduct, policy, or service.

$^{\Psi}$Closed for other reasons includes complaints where new information was discovered during investigation and was closed as no jurisdiction s. 58, not in the public interest, frivolous, over six months, prior to proclamation, better dealt with under another act/law, or the complaint was closed after a request for review.

SERVICE-BY-SERVICE STATISTICS – ALLEGATIONS - CONDUCT COMPLAINTS

Service		Allegation												Findings			
	Total Conduct Complaint decisions issued in 2014-2015	Allegation - Breach of confidence	Allegation - Consume drug/ alcohol prejudicial duty	Allegation - Corrupt practice	Allegation - Damage to clothing or property	Allegation - Deceit	Allegation - Discreditible conduct	Allegation - Insubordination	Allegation - Neglect of duty	Allegation - Section 79 - Attorney General consent	Allegation - Section 81 - Solicitor General consent	Allegation - Unlawful/unnecessary exercise of authority	Allegations - Total	Unsubstantiated	Substantiated - less serious	Substantiated - serious - hearing	Total Findings
Amherstburg	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Aylmer	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Barrie	6	--	--	2	--	--	8	--	4	--	--	14	28	25	3	--	28
Belleville	5	--	--	--	--	--	5	--	4	--	--	4	13	13	--	--	13
Brantford	3	--	--	--	--	--	1	--	1	--	--	2	4	4	--	--	4
Brockville	5	--	--	--	--	--	2	--	9	--	--	4	15	15	--	--	15
Chatham-Kent	7	--	--	--	--	3	2	--	10	--	--	6	21	13	1	7	21
Cobourg	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Cornwall Community	4	--	--	--	--	--	1	--	2	--	--	6	9	7	2	--	9
Deep River	1	--	--	--	--	--	1	--	--	--	--	--	1	1	--	--	1
Dryden	9	--	--	--	--	1	24	--	9	--	--	3	37	32	1	4	37
Durham Regional	50	--	--	--	--	--	108	--	50	--	--	78	236	232	2	2	236
Espanola	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Gananoque	1	--	--	--	--	--	--	--	--	--	--	6	6	6	--	--	6
Guelph	8	--	--	--	--	--	12	--	2	--	--	12	26	25	1	--	26
Halton Regional	22	--	--	--	--	--	49	--	21	--	--	12	82	72	8	2	82
Hamilton	23	--	--	--	--	--	20	1	2	--	--	24	47	44	3	--	47
Hanover	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Kawartha Lakes (City of)	5	--	--	--	--	--	4	--	3	--	--	2	9	7	2	--	9
Kingston	9	--	--	--	--	--	11	--	3	--	--	4	18	17	1	--	18
LaSalle	1	--	--	--	--	--	2	--	--	--	--	--	2	2	--	--	2
London	21	--	--	--	--	--	24	--	16	--	--	36	76	70	2	4	76
Midland	3	--	--	--	--	--	3	--	--	--	--	--	3	3	--	--	3
Niagara Regional	26	--	--	--	--	--	45	--	14	--	--	25	84	81	1	2	84
North Bay	2	--	--	--	--	--	--	--	2	--	--	--	2	2	--	--	2
OPP Central East	27	4	--	--	--	1	32	--	34	--	--	14	84	77	7	--	84
OPP Central West	13	--	--	1	--	--	8	--	7	--	--	9	25	22	3	--	25
OPP East	30	1	--	--	--	--	27	--	36	--	--	18	82	76	6	--	82
OPP Northeast	25	1	--	2	--	1	20	--	26	--	--	15	65	57	7	1	65
OPP Northwest	16	2	--	--	--	--	45	--	6	--	--	12	65	44	11	10	65

SERVICE-BY-SERVICE STATISTICS – ALLEGATIONS - CONDUCT COMPLAINTS

Service		Allegation												Findings			
	Total Conduct Complaint decisions issued in 2014-2015	Allegation - Breach of confidence	Allegation - Consume drug/ alcohol prejudicial duty	Allegation - Corrupt practice	Allegation - Damage to clothing or property	Allegation - Deceit	Allegation - Discreditible conduct	Allegation - Insubordination	Allegation - Neglect of duty	Allegation - Section 79 - Attorney General consent	Allegation - Section 81 - Solicitor General consent	Allegation - Unlawful/unnecessary exercise of authority	Allegations - Total	Usubstantiated	Substantiated - less serious	Substantiated - serious - hearing	Total Findings
OPP Toronto	3	--	--	--	--	--	4	--	1	--	--	--	5	4	1	--	5
OPP West	36	--	--	--	--	--	50	--	45	--	--	44	139	125	10	4	139
Orangeville	2	--	--	--	--	--	4	--	2	--	--	5	11	8	1	2	11
Ottawa	70	9	--	6	--	15	99	10	45	--	--	66	250	227	6	17	250
Owen Sound	1	--	--	--	--	--	--	--	1	--	--	--	1	1	--	--	1
Peel Regional	29	1	--	8	--	--	58	--	17	--	--	59	143	141	2	--	143
Peterborough ǂ	8	4	--	--	--	--	19	--	9	--	--	15	47	43	2	2	47
Port Hope	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sarnia	3	--	--	--	--	--	--	--	4	--	--	6	10	10	--	--	10
Saugeen Shores	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sault Ste. Marie	2	--	--	--	--	--	--	--	5	--	--	1	6	6	--	--	6
Shelburne	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Smiths Falls	3	--	--	--	--	--	1	--	1	--	--	1	3	3	--	--	3
South Simcoe	2	--	--	--	--	--	4	--	5	--	--	1	10	10	--	--	10
St. Thomas	5	--	--	--	--	--	3	--	--	--	--	12	15	15	--	--	15
Stirling-Rawdon	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Stratford	5	4	--	--	--	--	5	--	4	--	--	7	20	20	--	--	20
Strathroy-Caradoc	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sudbury	7	1	--	--	--	--	8	--	3	--	--	1	13	13	--	--	13
Thunder Bay	13	--	--	--	--	--	22	--	9	--	--	23	54	54	--	--	54
Timmins	5	--	--	--	--	--	2	--	6	--	--	7	15	13	2	--	15
Toronto	168	2	1	--	--	11	471	8	118	--	--	286	897	851	24	22	897
Waterloo Regional	16	--	--	--	--	--	24	1	4	--	--	8	37	36	1	--	37
West Grey	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
West Nipissing	3	--	--	--	--	--	--	--	1	--	--	5	6	6	--	--	6
Windsor	10	--	--	--	--	--	11	1	7	--	--	10	29	22	7	--	29
Wingham	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Woodstock	1	--	--	--	--	--	--	--	1	--	--	--	1	1	--	--	1
York Regional	20	--	--	--	--	3	15	4	9	--	--	19	50	39	6	5	50
TOTAL	734	29	1	19	0	35	1,254	25	558	0	0	882	2,802	2,595	123	84	2,802

ǂPeterborough-Lakefied Community Police Service de-amalgamated and changed its name to Peterborough Police Service on Jan. 1, 2015

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