





Community and Neighbourhoods Committee


City of London




Agenda

-  Background (*Oversight and History*)



-  Overview of complaints process
Including policy, service and conduct complaints

-  Outreach and Education Program

-  Questions

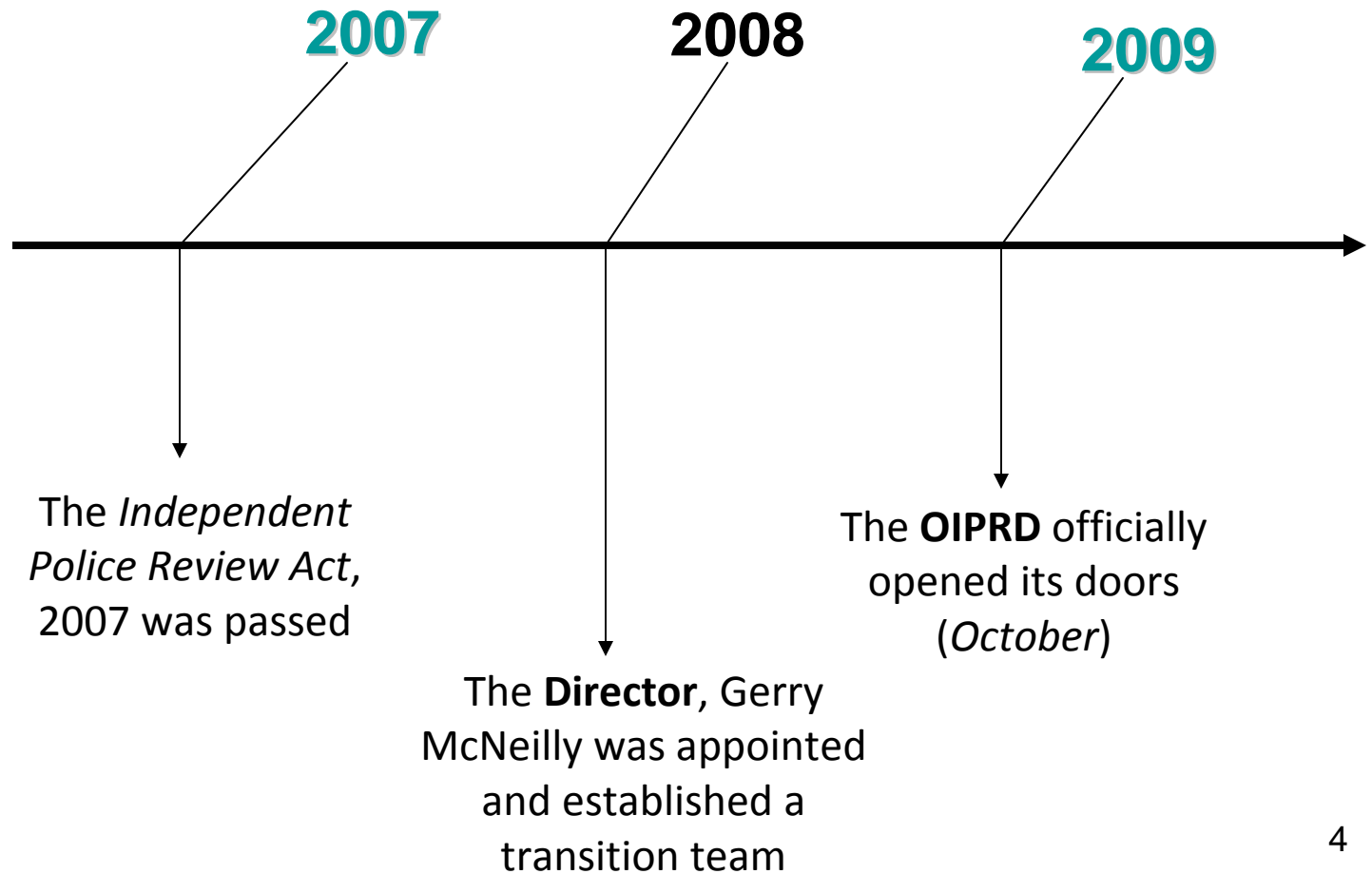


The Office of the Independent Police Review Director

-  The OIPRD is a civilian agency responsible for receiving, overseeing and dealing with all public complaints against the police in Ontario. This includes municipal and regional police services and the Ontario Provincial Police.
-  The OIPRD ensures that public complaints against police in Ontario are dealt with in a way that is *transparent*, *efficient* and *fair* to both the public and the police.






History





Background

-  Director cannot be a police officer or former police officer
-  Employees of the OIPRD are appointed under the *Public Service Act* and cannot be serving police officers
-  The OIPRD may only investigate **municipal police** and **Ontario Provincial Police** officers. This does not include: RCMP officers, First Nations police officers, court officers, campus polices, special constables and TTC Special Constables



Public Complaints



Public Complaints





 Local Resolution

 Filing a complaint with the OIPRD





Getting the Complaint Form

- Complaints must be submitted on the OIPRD complaint form
- **Forms are available:**
 - On the OIPRD website
 -  At the OIPRD office
 -  At all municipal, regional and provincial police stations
 -  At over 70 ServiceOntario locations throughout Ontario, and
 -  In many community centres and legal clinics



Filing a Complaint

- Complaints must be filed within **six months** of the incident the complaint is about
- You can file a complaint directly with the OIPRD:
 - At www.oiprd.on.ca
 - By fax
 - By mail, or
 - In person at the Office of the Independent Police Review Director
- You can also file a complaint at any municipal, regional or provincial police service in Ontario
- The police will then forward the complaint form to the OIPRD within **three business days**



E-Filing on OIPRD Web Site

OIPRD - Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Encoding Size Full Screen

Address <https://www.oiprd.on.ca/cms/>

pdfForge online with YAHOO! SEARCH Search PDFCreator eBay Amazon Options

HOME ABOUT OIPRD COMPLAINTS INVESTIGATIONS FAQs INFORMATION FOR THE POLICE MEDIA ROOM OUTREACH & EDUCATION PUBLICATIONS

talk to us.

WELCOME
Welcome to the Office of the Independent Police Review Director (OIPRD). The OIPRD's role is to make sure that public complaints against police in Ontario are dealt with fairly, efficiently and effectively.

ABOUT THE OIPRD
Find what you need to know about our office and civilian police oversight in Ontario.
[click here](#)

INVESTIGATIONS
Learn about complaint categories and different types of investigations.
[click here](#)

FILE A COMPLAINT
For members of the public who wish to learn about the complaint process. All the information you need about making a complaint against the police, including online complaint forms.
START HERE

FAQS
Do you have questions? Check out our FAQ pages to find answers to the most commonly asked questions.
[click here](#)

INFORMATION FOR THE POLICE
For members of police services who need information about the complaint process. All the information you need to deal with public complaints and what to do if you are responding to a complaint.
[click here](#)

OUTREACH AND EDUCATION
Want to know more about our outreach and education programs? Look here to request a session and to find out more about other oversight agencies.
[click here](#)

PUBLICATIONS
Our publications section includes all of our brochures and forms online in a downloadable PDF format.
[click here](#)



Done Internet



Investigations



Investigation Timelines

-  Generally, a complaint takes about 120 days to investigate once all the necessary documentation has been received
-  More complex cases will often take longer



Results of an Investigation by Police Service

- If the investigator believes on reasonable grounds that misconduct occurred, s/he will indicate in the report if the conduct was:
 - “serious” or
 - “less serious”
- Matters considered serious include:
 - Harassment
 - Discrimination
 - Breach of confidentiality
 - Deceit



Results of an Investigation by Police Service

- Less serious complaints include:
 - Dealing with personal property, other than money or a firearm
 - Failure to treat or protect a person equally
 - The use of profane language
 - Contraventions of the Act or regulations
 - Acting in a disorderly manner
 - Neglect of duty
 - Failure to work in accordance with orders
 - Failure to report a matter
 - Omitting to make any necessary entry in a record
 - Improper dress or appearance
 - Conspiring and abetting misconduct



Outreach and Education Program



Outreach and Education Program

Province is divided into **seven regions:**

Central east

Central west

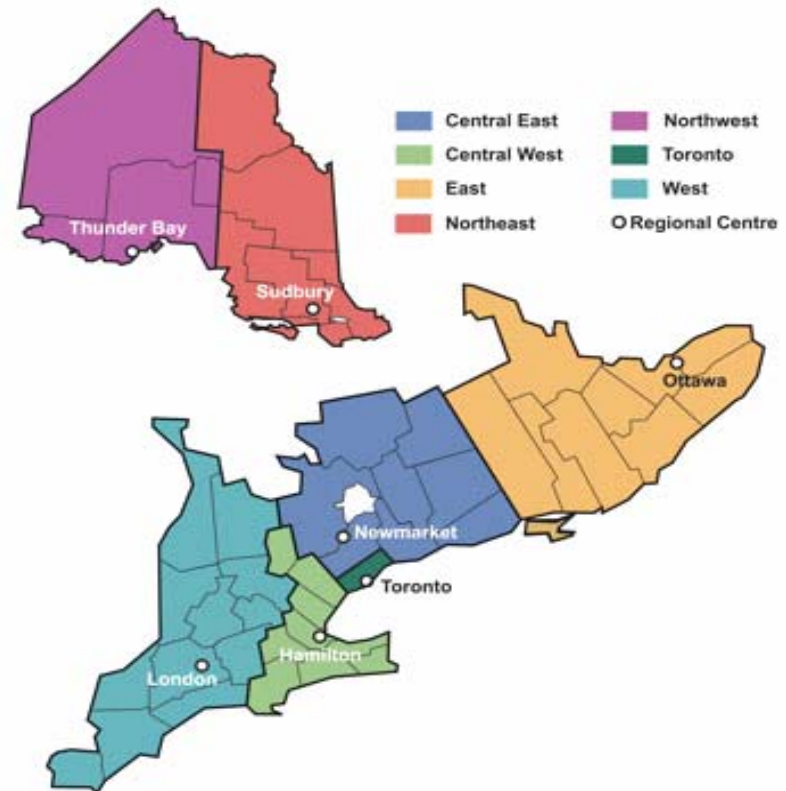
East

Northeast

Northwest

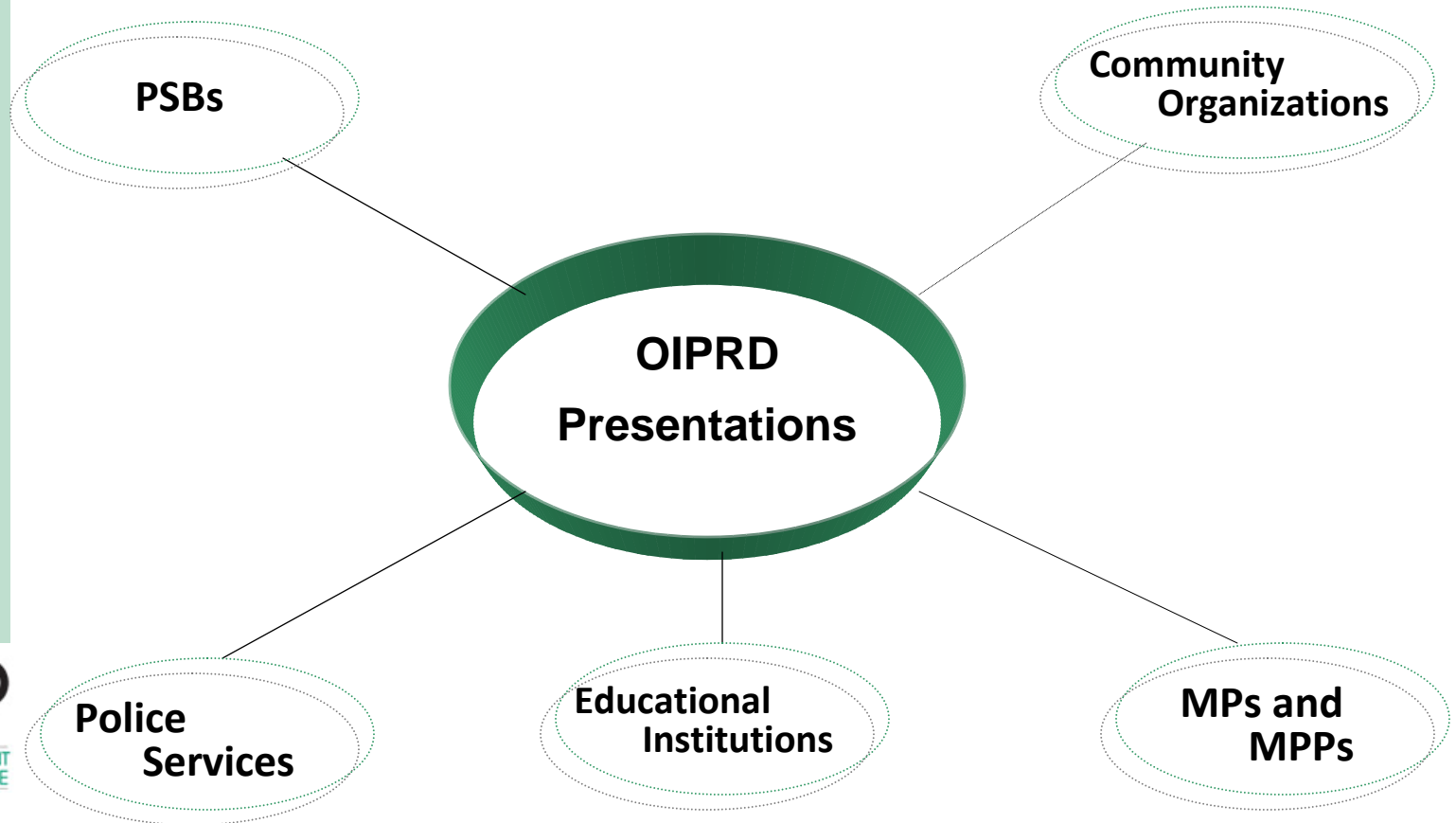
Toronto

West





Outreach and Education Program





**Positive feedback
from
groups/organizations**

**Requests to collaborate
on joint presentations**

**Sharing information and
resources**

Stakeholders





Referrals for presentations

**More interest
in smaller areas from community
organizations and PSBs**

**Better understanding and
appreciation for community-police
dynamic**



Outreach and Education Sessions

-  Outreach and education sessions are made to both community groups and police groups, focussing on the role of the OIPRD and the complaints process
-  In 2010-2011, our outreach and education advisors made **168 presentations** to stakeholder groups
-  Our advisors also participated in a number of conferences and workshops, and visited over 175 community organizations, libraries, MPP and MP offices to provide communications material about the OIPRD
-  The **Independent Police Review Director** made approx 30 presentations and speeches and participated in various conferences across Ontario



Contact Details

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