

OIPRD

OFFICE OF THE INDEPENDENT
POLICE REVIEW DIRECTOR

talk to us





the office of the independent police review director (OIPRD)

The OIPRD is an arms-length agency of the Ontario Ministry of the Attorney General staffed entirely by civilians. This means our decisions are independent, and we are separate from the government, the police and the community. The OIPRD provides an objective, impartial office to accept, process and oversee the investigation of public complaints against Ontario's police. In some cases we will also investigate a complaint.

The OIPRD makes sure that public complaints against police in Ontario are dealt with in a manner that is transparent, fair, efficient and effective.

We do this by setting standards and procedures for the way public complaints are handled. Both the OIPRD and the police follow the same standards and procedures to make sure there is a consistent public complaints system throughout Ontario.

how do I file my complaint?

You may file a complaint in English or French about the conduct of an officer, or the services or policies of any municipal, regional or provincial police service in Ontario. All complaints must be on the OIPRD complaint form and signed by the person making the complaint.

You can file your complaint with the OIPRD on our website, by fax or in person at our office. Complaint forms are available at the OIPRD, all ServiceOntario locations, all police stations and in many community centres and legal clinics.

You may also file your completed OIPRD complaint form at any municipal, regional or provincial police station. The police service will record the complaint and forward it to the OIPRD.

Please consult our brochure entitled *step-by-step: how to make a complaint against the police* for more detailed information on filing a complaint.



what if I have trouble completing the complaint form?

If you have problems accessing the OIPRD, we may assist you in completing the complaint form. However, we cannot provide any advice on your complaint. If you would like to talk to someone about your complaint, many community groups and legal clinics can offer assistance. Please visit the Useful Links page of our website for a list of clinics and community groups in your area.

what if english/french is not my first language?

The OIPRD only provides services in English and French. If you require the assistance of a translator to file a complaint or to correspond with the OIPRD, you must arrange for one yourself. Please visit the Useful Links page of our website for assistance in finding a translator.



is there a time limit on when I can file my complaint?

A complaint must be filed within **six months** of the incident the complaint is about.

do I need a lawyer to file a complaint?

No. You do not need a lawyer or any other type of representative to file a complaint, but you may ask someone to assist you.

can I file an anonymous complaint?

No, anonymous complaints will not be accepted. To provide a fair and transparent process, complainants must identify themselves and sign the OIPRD complaint form when submitting a complaint.

for more information on the OIPRD please
visit: www.oiprd.on.ca



To contact us by mail or visit in person:

Office of the Independent
Police Review Director
655 Bay Street, 10th Floor
Toronto, Ontario
M5G 2K4

**To assist us in serving you better, if you
are sending mail to the OIPRD please put
attention to one of the following:**

- Complaints
- Reviews
- Local Resolution
- Case Management
- Investigations
- Outreach and Education
- General Inquiry
- Freedom of Information Request
- Media Relations.

You may also contact the OIPRD using
the following:

Toll-free phone: **1-877-411-4773**

Local phone: **416-246-7071**

TTY: **1-877-414-4773**

Toll-free fax: **1-877-415-4773**

Local fax: **416-327-8332**

Website: **www.oiprd.on.ca**

Do you have questions? Visit the frequently
asked questions (FAQ) page on our website
or contact us at: **OIPRD@ontario.ca**.

All complaints must be filed on the OIPRD
complaint form.