



## MEMORANDUM

To: Chief Antje McNeely  
From: Staff Sergeant Lillian Murdock  
Date: 2021-01-13  
Re: 2020 Year-End Report on Administration of Public Complaints

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This report on the administration of public complaints under Part V of the *Police Services Act* is designed to provide a brief overview and analysis of officer conduct and discipline issues. In addition, service or policy complaints, if any, are addressed in this annual report.

During the period January 1 to December 31, 2020, there were 26 public complaints received from the Office of the Independent Police Review Director by the Professional Standards Unit. This number represents an increase of 8 for the same reporting period in 2019 but is more reflective of what we have received in previous years.

1. **Classification of Allegations.** The classification of the complaints received between January 1 and December 31, 2020, is detailed below.

- (a) Discreditable Conduct: 5
- (b) Unnecessary Exercise of Authority / Use of Force: 5
- (c) Deceit: 0
- (d) Neglect of Duty: 9
- (e) No Conduct Offence or Service Issue Identified: 6
- (f) Service: 1

2. **Status of Investigations:** The status of the complaints is as follows.

<b>Resolved</b>	unsubstantiated	6
	substantiated—informal resolution	0
	screened out by OIPRD*: not in the public interest / frivolous / over 6 months	13
	withdrawn	2
	abandoned / no contact information	0
	Customer Service Resolution	4
<b>Unresolved</b>	under investigation or not yet concluded	1
<b>Total</b>		26

\* It should be noted that, if a complaint is screened out by the OIPRD, the complaint may still be reviewed and investigated by the Kingston Police if deemed necessary.

3. **Status of Investigations from 2019.** There is currently one 2019 investigation that is awaiting final disposition from a hearing.

4. **Local Inquiries (OIPRD).** Pursuant to O.Reg. 263/09, local inquiries must be reported quarterly to the OIPRD. A Local Inquiry Report is filed when a complainant requests a local resolution but does not wish to complete or sign an OIPRD Local Complaint Form. There were 9 Local Inquiry Reports filed during the period January 1 to December 31, 2020. There were 12 filed for the same period last year. While there were 9 local inquiries filed, 4 were found to be unsubstantiated and 4 were resolved informally. There is one investigation that is still under way. The following is a breakdown of the complaint areas.

- (a) Policy / Service Delivery: 3
- (b) Discreditable Conduct: 4
- (c) Neglect of Duty: 2
- (d) Unsatisfactory Work Performance: 0

5. **Police Services Act Hearings.** There is currently one matter awaiting final disposition from a hearing, which is scheduled to resume on January 20, 2021. This matter stems from an investigation in 2019.



Lillian Murdock  
Staff Sergeant  
Professional Standards Unit