



## MEMORANDUM

To: Chief Antje McNeely  
From: Staff Sergeant Lillian Murdock  
Date: 2021-08-09  
Re: Report on Administration of Public Complaints, January 1–June 30, 2021

This semi-annual 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 semi-annual report.

During the period January 1 to June 30, 2021, there were 25 public complaints received by the Professional Standards Office. This represents an increase of 11 for the same reporting period in 2020.

1. **Classification of Allegations.** The classification of the 25 public complaints received between January 1 and June 30, 2021, are detailed below.

- (a) Discreditable Conduct: 6
- (b) Unnecessary Exercise of Authority / Use of Force: 6
- (c) Breach of Confidence: 3
- (d) Neglect of Duty: 9
- (e) Service: 1

2. **Status of Investigations.** The status of the 25 complaints are as follows:

<b>Resolved</b>	Unsubstantiated	4
	Substantiated	
	Screened out by OIPRD*: not in the public interest / frivolous / over 6 months	9
	Informal Resolution (IR)	3
	Customer Service Resolution (CSR)	
	Early Resolution (ER)	1
	Withdrawn	7
	Abandoned / no contact information	
<b>Unresolved</b>	Under investigation or not yet concluded	1
<b>Total</b>		25

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

3. **Status of Investigations from 2020.** The investigations for all 2020 public complaints have been completed by the Kingston Police Professional Standards Office.

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 June 30, 2021. This represents an increase from 7 filed for the same reporting period in 2020. The following is a breakdown of the complaint areas.

(a) Policy/Service Delivery: 3

(b) Discreditable Conduct: 5

(c) Neglect of Duty: 1

5. **Status of Investigations.** The status of the 9 Local Inquiries is as follows:

<b>Resolved</b>	Unsubstantiated	6
	Substantiated	3
	Complainant withdrew from process to report to OIPRD	
<b>Unresolved</b>	Under investigation or not yet concluded	
<b>Total</b>		9



Lillian Murdock  
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Professional Standards Office