



MEMORANDUM

To: Chief Antje McNeely
From: A/Inspector Lillian Murdock
Date: 2022-01-07
Re: 2021 Year-End Report on Administration of Public Complaints

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, 2021, there were 60 public complaints received from the Office of the Independent Police Review Director by the Professional Standards Unit. This number represents an increase of 34 for the same reporting period in 2020.

1. **Classification of Allegations.** The classification of the complaints received between January 1 and December 31, 2021, is detailed below.

- (a) Discreditable Conduct: 16
- (b) Unlawful or Unnecessary Exercise of Authority: 19
- (c) Deceit/ Breach of Confidence: 3
- (d) Neglect of Duty/ Insubordination: 17
- (e) Corrupt Practice: 1
- (f) No Conduct Offence or Service Issue Identified: 2
- (g) Service: 2

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

Resolved	unsubstantiated	8
	early resolution	2
	informal resolution	5
	screened out by OIPRD*: not in the public interest / frivolous / over 6 months	23
	withdrawn	11
	abandoned / no contact information	0
	customer service resolution	0
	substantiated	1
Unresolved	under investigation or not yet concluded	10
Total		60

* 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 2020.** There are no outstanding investigations from 2020.

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 11 Local Inquiry Reports filed during the period January 1 to December 31, 2021. There were 9 filed for the same period last year. While there were 11 local inquiries filed, 7 were found to be unsubstantiated and 4 were resolved informally. There are no Local Inquiry investigations still underway. The following is a breakdown of the complaint areas.

- (a) Policy / Service Delivery: 1
- (b) Discreditable Conduct: 5
- (c) Neglect of Duty: 2
- (d) Unsatisfactory Work Performance: 3

5. **Police Services Act Hearings.** There are no matters currently before a Police Services Act disciplinary hearing.

Lillian Murdock #168
A/Inspector