



## MEMORANDUM

To: Deputy Chief Chris Scott  
From: Inspector Helene Corcoran  
Date: 2020-01-09  
Re: 2019 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, 2019, there were 19 public complaints received from the Office of the Independent Police Review Director by the Professional Standards Unit. This number represents a decrease of 10 for the same reporting period in 2018.

1. **Classification of Allegations.** The classification of the 19 complaints received between January 1 and December 31, 2019, is detailed below.

- (a) Discreditable Conduct: 14
- (b) Unnecessary Exercise of Authority / Use of Force: 0
- (c) Deceit: 0
- (d) Neglect of Duty: 2
- (e) No Conduct Offence or Service Issue Identified: 2
- (f) Service: 1

2. **Status of Investigations:** The status of the 31 complaints is as follows.

|                   |  |    |
|-------------------|--|----|
| <b>Resolved</b>   | unsubstantiated  | 4  |
|                   | substantiated—informal resolution  | 3  |
|                   | screened out by OIPRD*: not in the public interest / frivolous / over 6 months | 8  |
|                   | withdrawn  | 2  |
|                   | abandoned / no contact information   | 0  |
|                   | Customer Service Resolution  | 1  |
| <b>Unresolved</b> | under investigation or not yet concluded                                       | 1  |
| <b>Total</b>      |  | 19 |

\* 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 2018.** There are no outstanding investigations from 2018.

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 12 Local Inquiry Reports filed during the period January 1 to December 31, 2019. There were 34 filed for the same period last year. While there were 12 local inquiries completed, 10 were found to be unsubstantiated and 2 were resolved informally. Following is a breakdown of the complaint areas.

- (a) Policy / Service Delivery: 1
- (b) Discreditable Conduct: 10
- (c) Neglect of Duty: 1
- (d) Unsatisfactory Work Performance: 0

5. **Police Services Act Hearings.** There is currently one matter awaiting a final disposition from a hearing to be held at the end of January 2020. This matter stems from an investigation in 2016.



Helene Corcoran  
Inspector  
Operational Support