



### **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.

## talk to us





## the office of the independent police review (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.

for more information on the OIPRD please visit: [www.oiprd.on.ca](http://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](http://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](mailto:OIPRD@ontario.ca). All complaints must be filed on the OIPRD complaint form.

### **Who can you make a complaint about?**

- **'Police officers'** as defined in the *Police Services Act* excludes: special constables, First Nations Constables, municipal law enforcement officers, or civilian members of a police force
- A police force [the policies of, or services provided by the police force]
- A chief of police or deputy chief of police [complaints of this nature will be forwarded by the OIPRD to the municipal police services board]
- OPP Commissioner or deputy Commissioner [complaints of this nature will be forwarded by the OIPRD to the Solicitor General]

### **Who can make a public complaint?**

- Any member of the public can make a complaint and is referred to as the complainant
- You do not have to be a resident of Ontario to make a complaint

#### **Criteria for making a complaint:**

- ◆ You are the person that was directly affected by the conduct
- ◆ You are a person who witnessed the conduct
- ◆ You are a person in a personal relationship with the person at whom the conduct was directed **AND** suffered loss, damage, distress, danger, or inconvenience
- ◆ You are a person who has knowledge of the conduct, or has possession or control of anything, that the Director feels constitutes compelling evidence establishing misconduct or unsatisfactory work performance

## **Complaints are classified into Policy, Service or Conduct**

### **Policy or Service Complaints**

- Complaints about policies and services of a police organization are screened by the OIPRD but are not investigated by the OIPRD. These complaints are sent to the appropriate police chief for investigation, with oversight by the OIPRD.
- The OIPRD refers public complaints made regarding the policies an OPP detachment that is providing policing services to a municipality to OPP headquarters. The OPP is responsible for ensuring that the complaint is directed to the appropriate decision-maker within the OPP.
- **Appeals and Reviews**
  - A complainant may request a review:
    - ◆ Within 30 days of a Chief's decision that a complaint is unsubstantiated or "not of a serious nature"
    - ◆ OIPRD will endeavour to complete the review in 30 days
  - A complainant may appeal:
    - ◆ The result of a disciplinary hearing by the police service to the OCPC
    - ◆ To the police services board if they do not agree with a Chief's decision about a policy or service complaint
  - There are no appeal provisions in the PSA to classifications or investigations conducted by the OIPRD
  - Upon review, the Director may:
    - ◆ Confirm the decision
    - ◆ Direct the Chief to deal with a complaint as he/she specifies
    - ◆ Assign the investigation to another service
    - ◆ Take over the investigation
    - ◆ Direct the Chief to take other actions as he/she deems necessary or take action independently
  - The Director will notify all parties of the decision