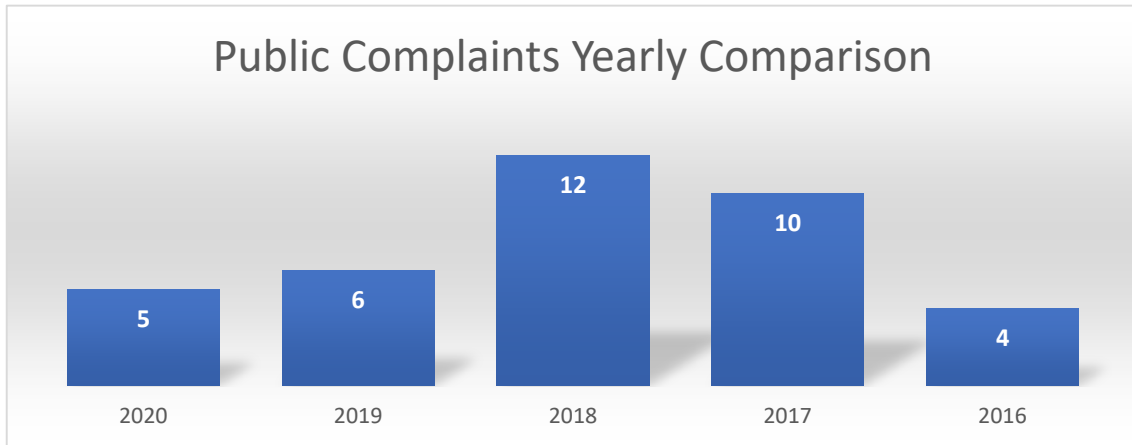


Professional Standards – 2020 Annual Report

The Police Services Act Part V mandates that all Police Services maintain a Public Complaints Bureau. In 2020, five public complaints (6 in 2019) were received regarding five separate incidents. All public complaints were about the conduct of police officers. There were no public complaints about the policies and/or services of the St Thomas Police Service. The Office of the Independent Police Review Director (OIPRD) opted not to deal with four (4) public complaint’s, and approved the adjudication/resolution of one (1) public complaint about police officer conduct. There are zero (0) public complaints outstanding (that were filed in 2020).



Further, in 2020, there were four (4) Chief’s Complaint Investigations initiated (6 in 2019) regarding the conduct of police officers of the St Thomas Police Service. Three (3) of these investigations found substantiated Misconduct with two (2) matters being resolved informally. One (1) of these substantiated matters is active. The fourth matter was unsubstantiated finding no Misconduct.

The number of public complaints received are trending down. I am very satisfied with the decrease in public complaints considering the 10% increase in incidents, and the overall increased trends in dealing with social/health related issues. These non-core policing challenges present unique pressures for police officers as solutions are not easily determined nor are wrap-around supportive services readily available within the community. With the increase in call volume facing our organization, there inevitably comes an increase in public interactions. Despite these spiking statistics, our members have shown commendable performance standards and our policies and services delivered are proving to be relevant for an evolving society. Our extremely low public complaint rates are a sign of an educated, well trained, transparent and responsive police service.

In 2020, the STPS incident/public complaint ratio was 22,007/5, representing 1 per every 4,401 incidents.

OIPRD – NEW Public Complaints received in 2020

Complaints about Police Officer’s conduct:	5
Complaints about Policies and/or Services	0
Professional Standards Investigations (STPS)	1
• Misconduct unsubstantiated	1
OIPRD opted to take no action (not in public interest)	4

OIPRD – ACTIVE Public Complaints from 2019

OIRPD Investigations (or assigned externally)	3
• Misconduct unsubstantiated	1
• Misconduct substantiated	2
➤ Informal resolution	1
➤ Formal Hearing	1
ACTIVE	1

Special Investigations Unit (SIU) matters in 2020

SIU Investigations	2
• No criminal wrongdoing found	2
Section 11 Investigations completed (resulting from SIU invoking)	2

2020 - Internal Chief’s Complaint Investigations

Chief’s Complaint Investigations	4
• Misconduct unsubstantiated	1
• Misconduct substantiated	3
➤ Informal resolution	2
➤ Formal Hearing	0
➤ ACTIVE	1

2019 – ACTIVE Internal Chief’s Complaint Investigations

ACTIVE Chief’s Complaint Investigations	1
• Misconduct substantiated	1
➤ Formal Hearing	1
➤ ACTIVE	1

Human Rights Tribunal of Ontario complaints

Active HRTO external matters	1
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