



Professional Standards – 2025 Annual Report

The Community Safety and Policing Act provides direction to Police Services on how complaints investigations are handled. Police Services play a vital role under the Act where many complaints are investigated by the local police service to which the complaint relates (assigned to a professional standards unit), but they are done under the direction and oversight of LECA and the Complaints Director. Police services have duties to cooperate with investigations, provide reports, and comply with directions from the Complaints Director.

In 2025, there were 22 public complaints received (17 in 2024, 16 in 2023) regarding separate incidents. It should be noted that out of the 22 complaints one individual lodged 5 complaints which were all deemed to be unsubstantiated with a basis of being frivolous and vexatious. Given the 1 individual submitting 5 complaints, STPS did not experience an increase in this area from the previous two years. All 22 of the public complaints were about the conduct of police officers.

There were no public complaints received about the policies and/or services of the St Thomas Police Service in 2025. The Law enforcement Complaints Agency (LECA) opted to screen out 17 public complaints and screened in 5 matters for investigation. Of note of the 5 screened in for investigation, 1 was found to be unsubstantiated, 1 found substantiated, and 3 are currently active as they were received in late December 2025.

Further, in 2025, there were 9 Chief's Complaint Investigations that were initiated under the CSPA (7 in 2024) regarding the conduct of service personnel. 8 investigations were resolved informally and 1 investigation remains open and scheduled to proceed with formal process of a hearing as requested by the officer.

There were no matters that would have prompted the Special Investigations Unit (SIU) to invoke their investigative mandate in 2025 (also no SIU matters in 2024).

The St. Thomas Police Service has embodied integrity, professionalism, and transparency as it relates to the status of the Professional Standards matters that resulted in 2025. Our relatively low volume of public complaints is a sign of an educated, well-trained, and responsive police service that is adhering to high standards of excellence.

Despite the steady increase of social and health related incidents that our members are dealing with, our police officers continue to respond with compassion and focus on both public safety and community wellness. The professionalism provided continually supports and strengthens the trust and confidence that the public has in our police service.

Steve Bogart



Deputy Chief of Police