



## The Regional Municipality of York Police Service Board

Public Board Meeting  
February 26, 2025  
For Information

Report of the Chief of Police

### Annual Report on Public Complaints

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#### 1. Recommendation

That the Board receive this annual report pursuant to section 31(1)(j) of the *Police Services Act, (PSA)*, section 37 (1)(i) of the *Community and Safety Policing Act, 2019 (CSPA)* and Board By-Law No. 01-11, respecting the Administration of the Complaint System under Part V of the *PSA* and Part X of the *CSPA*.

#### 2. Purpose

This report provides cumulative and detailed information concerning public complaints made under Part V of the *PSA* from January 1, 2024 to March 31, 2024 and Part X of the *CSPA* from April 1, 2024 to December 31, 2024. York Regional Police received seven service complaints and 208 conduct complaints in 2024 compared to 20 service complaints and 234 conduct complaints in 2023.

Key Points:

- Seven service complaints and 208 conduct complaints in 2024
- Twenty service complaints and 234 conduct complaints in 2023
- Decrease in service complaints and in conduct complaints compared to the previous year

### **3. Background**

Section 31(1)(j) of the *Police Services Act (PSA)* requires the Board to review the administration of the public complaints systems under Part V of the *PSA* and receive regular reports on the Administration of the Complaints System. Sections 37(1)(i) and 38(1)(e) of the *CSPA* require the Board to monitor and establish policies for the Chief of Police's handling of discipline within the police service.

In accordance with Board By-Law No. 01-11, the Chief of Police is required to provide semi-annual reports to the Board to include cumulative and detailed information and comparative data from the preceding calendar year. The first report each year summarizes the yearly complaints, including an analysis of frequency, nature and substance of policy and conduct complaints and whether the analysis indicates the need for training or additional resources. The semi-annual report provides cumulative and detailed information concerning public complaints made in the first six months of each calendar year.

### **4. Analysis**

#### **POLICY AND SERVICE COMPLAINTS**

In accordance with section 61(2) of the *PSA*, complaints about policies of, or services provided by, York Regional Police are referred by the Law Enforcement Complaints Agency (LECA), formerly known as the Office of the Independent Police Review Director (OIPRD), to the Chief to be dealt with. Under section 63 of the *PSA*, the Chief is required to take any action, or no action, in response to the complaints, as he considers appropriate. As indicated in the attachment, in section 3. "Public Complaint Dispositions", of the seven complaints, five referred to the Chief by the LECA in 2024 were subsequently withdrawn by the complainants. Two service complaints referred to the Chief by the LECA in 2024 subsequently resulted in an investigative report where no issues were noted. The complainants did not ask for a review of the investigation from the Police Services Board.

Under the *CSPA*, the Chief of Police no longer has responsibility for investigating or responding to complaints about the policies of or services provided by York Regional Police. In accordance with section 107 of the *CSPA*, complaints about the adequacy and effectiveness of policing are investigated by the Inspector General, and complaints about the policies of the Board or the procedures established by the Chief of Police are now referred by the Inspector General directly to the Board for review and response.

#### **CONDUCT COMPLAINTS**

Pursuant to section 61(5) of the *PSA* and section 159(1) of the *CSPA*, the LECA may refer a complaint about the conduct of a York Regional Police officer to the Chief or to the Chief of another service to be investigated or the LECA may retain the complaint for investigation. If, at the conclusion of the investigation and on review of the written report, the Chief is of the

opinion that there was misconduct or unsatisfactory work performance that was not of a serious nature, the Chief may resolve the matter informally with the consent of the officer and the complainant. The Chief is required to hold a hearing into the matter if the alleged misconduct was serious. The Law may also direct the holding of a hearing if the Director is of the opinion that the alleged misconduct is serious.

The LECA did not retain any complaints in 2024. As indicated in the attachment, in section 4 “Public Complaint Dispositions, Classification of Complaints”, four requests were made by complainants to the LECA to review the Chief’s decision regarding their complaints. The LECA confirmed one of the decisions that the complaint was unsubstantiated. Three requests for review are still under investigation by the LECA.

The failure to follow police procedure was the most common category of public complaints in 2024. Other common complaints included allegations of misuse of authority, verbal incivility and physical assault.

In 2024, York Regional Police received a total of 215 public complaints compared to 254 in 2023 and 209 in 2022, as indicated in the attachment in section 1 “Public Complaint Investigations”. This represents a 15% decrease in public complaints between 2023 and 2024. The percentage of complaints being screened in by the LECA in 2024 was 41%, which represents a decrease from 2023 where 46% of complaints were screened in. In 2022, 43% of complaints were screened in while in 2021, 44% were accepted. Screened in complaints have averaged between 41-46% in last five years.

As the chart in the attachment in section 3 “Public Complaint Dispositions, Complaints Investigated by York Regional Police indicates,” 109 public complaints were investigated. Five service complaints were withdrawn and two resulted in a review by the Police Services Board in 2024. Eleven complaints were informally resolved, 19 were withdrawn and 19 were determined to be unsubstantiated. Twenty-seven complaints were still under investigation as of December 31, 2024. One hundred and fifteen complaints were not accepted by the LECA because, in accordance with section 60 of the *PSA* and section 158 of the *CSPA*, they were determined to be either frivolous, vexatious or made in bad faith; could be appropriately dealt with under another act or law; were not in public interest, or were over six months old.

The actual strength of the service at the end of 2024 was 1765 sworn officers. The ratio of conduct complaints per officer for the year is 0.12 and this remains one of the lowest ratios in comparison to other large services in Ontario. The low complaints per officer ratio and the low number of substantiated complaints can be attributed, in part, to our members consistently upholding the values and code of ethics of York Regional Police. Our analysis of the nature and substance of policy and conduct complaints filed in 2024 does not indicate the need for any additional training or additional resources.

## **5. Financial Considerations**

Not applicable.

## **6. Local Impact**

Not applicable.

## **7. Conclusion**

Our members in the Professional Standards Bureau continued to deliver presentations to recruit classes and supervisor courses in 2024. This allows York Regional Police to familiarize its new members and re-familiarize its new supervisors with the public complaints process, as well as to discuss the common themes of complaints in an effort to reduce or eliminate public complaints.

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Alternative formats or communication supports are available upon request.

Approved for Submission:      Jim MacSween, M.O.M., B.A.A.  
                                                 Chief of Police

Attachment (1)- Annual Report on Public Complaints Statistical Charts



# **PROFESSIONAL STANDARDS BUREAU**

## **2024 ANNUAL SUMMARY**

# 1. PUBLIC COMPLAINT INVESTIGATIONS

## Nature of Complaints Five Year Comparison

Year	Police Procedure	Physical Assault	Verbal Abuse	Misuse of Authority	Policy Service	Interaction with Public (CSPA)	Human Rights (CSPA)	Performance of Duties (CSPA)	Totals	Staffing
2019	76	14	24	45	3	NA	NA	NA	162	1668
2020	112	11	22	34	1	NA	NA	NA	180	1681
2021	163	17	8	25	3	NA	NA	NA	216	1698
2022	159	12	15	18	5	NA	NA	NA	209	1713
2023	181	12	7	34	20	NA	NA	NA	254	1736
2024	85	9	5	16	7	80	2	11	215	1765

## Nature of Complaints Percentage Comparison

Year	Police Procedure	Physical Assault	Verbal Abuse	Misuse of Authority	Policy Service	Interaction with Public (CSPA)	Human Rights (CSPA)	Performance of Duties (CSPA)	Totals
2024	85	9	5	16	7	80	2	11	215
2023	181	12	7	34	20	NA	NA	NA	254
% CHANGE 2023-2024	-53%	-25%	-29%	-53%	-65%	NA	NA	NA	-15%

## Annual Percentage Comparison

Year	Police Procedure	Physical Assault	Verbal Abuse	Misuse of Authority	Policy Service	Interaction with Public (CSPA)	Human Rights (CSPA)	Performance of Duties (CSPA)
2019	47%	9%	15%	27%	2%	NA	NA	NA
2020	62%	6%	12%	19%	1%	NA	NA	NA
2021	75%	8%	4%	12%	1%	NA	NA	NA
2022	76%	6%	7%	9%	2%	NA	NA	NA
2023	71%	5%	3%	13%	8%	NA	NA	NA
2024	40%	4%	2%	8%	3%	37%	1%	5%

## Police Services Comparison

Police Service	Durham	Halton	Niagara	York
<b>2024</b> Uniform Officers	<b>1027</b>	<b>829</b>	<b>812</b>	<b>1765</b>
<b>2024</b> Public Complaints	<b>167</b>	<b>122</b>	<b>199</b>	<b>215</b>
<b>Complaints per Service</b>	<b>16%</b>	<b>14%</b>	<b>24%</b>	<b>12%</b>

## 2. NATURE OF COMPLAINTS DETAILED UNDER THE *POLICE SERVICES ACT*

### Police Procedure

Fail to Identify	<b>0</b>
Neglect of Duty	<b>37</b>
Improper Detention (includes stopping car)	<b>14</b>
Improper Search – Person	<b>1</b>
Improper Arrest	<b>12</b>
Improper Entry	<b>0</b>
Improper Charge	<b>5</b>
Improper Use of Discretion	<b>16</b>
Mishandling/Damage to Property	<b>0</b>
Other (parking, provincial offence, keep the peace)	<b>0</b>
Service & Policy	<b>7</b>
<b>TOTAL</b>	<b>92</b>

### Physical Assault

Assault	<b>0</b>
Assault with Injury	<b>0</b>
Sexual Assault	<b>0</b>
Assault while restrained	<b>0</b>
Other Assault	<b>0</b>
Excessive Force	<b>4</b>
Excessive Force with Injury	<b>5</b>
<b>TOTAL</b>	<b>9</b>

### Verbal Abuse

Verbal Abuse/Incivility	3
Harassment/Threat	0
Implied Harassment/Threat	2
Sexual Harassment	0
Other	0
<b>TOTAL</b>	<b>5</b>

### Misuse of Authority

Corruption	0
Theft	0
Frauds	0
Lying Under Oath	0
Deceit	0
Disclose Confidential Information	0
Intoxication	0
Improper Driving	2
Improper Use of Position	14
Misuse of Authority Other	0
Other	0
<b>TOTAL</b>	<b>16</b>
<b>TOTAL NUMBER OF COMPLAINTS UNDER THE PSA 2024</b>	<b>122</b>

## **3. NATURE OF COMPLAINTS DETAILED UNDER THE *COMMUNITY SAFETY AND POLICING ACT***

### Interaction with Public

7 Unlawful Arrest	1
8 Unlawful Detention	2
9 Neglects Health/Safety of Person in Custody	0
10 Conduct Undermines Public Trust	57
11 Unnecessary Force	14
12 Insulting Language	2
13(1) Conceal Identifying Information	2
13(2) Fail to Provide Identifying Information Upon Request	2
<b>TOTAL</b>	<b>80</b>



## Integrity

14 Solicits, Offers or Takes a Bribe	0
15 Receives Gratuity or Present	0
16 (1) Improper Use of Position	0
16(2) Interfere with Administration of Justice	0
17 Unauthorized Disclosure	0
18 Access, Collect, Use, Alter, Retain or Destroy Information	0
<b>TOTAL</b>	<b>0</b>

## Performance of Duties

19 Neglects to do Duty	10
20 Fails to Take Notes	0
21 Unfit on Duty – Drugs/Alcohol	0
22 Fails to Report Member	0
23 Leave Work Detail	0
24 Unauthorized Communication to Media	0
25 AWOL or Late for Duty	0
26 Comply with Order from Superior	0
27 Comply with Directives	1
28 Loss/Damage to Service Property	0
29 Fail to Report Loss/Damage	0
30 Workplace Violence/Harassment/Sexual Assault	0
31 Deceive or Mislead	0
<b>TOTAL</b>	<b>11</b>

## Human Rights

5 Discrimination – Human Rights Code	2
6 Breach – Charter	0
<b>TOTAL</b>	<b>2</b>
<b>TOTAL NUMBER OF COMPLAINTS UNDER THE CSPA 2024</b>	<b>93</b>

## 4. PUBLIC COMPLAINT DISPOSITIONS

### Complaints Investigated by York Regional Police

	2021	2022	2023	2024
Section 64(7) Formal Discipline	1	0	0	1
Section 66(4) Informal Discipline	2	1	0	1
Section 93(1) Informal Resolution	14	7	7	11
Section 66(2) Unsubstantiated	18	16	11	19
Section 74(1) Withdrawn	35	29	28	19
Section 61(2) Policy /Service	3	5	20	7
Section 59(1) OIPRD cannot Proceed	0	0	4	7
Informal Discipline	NA	NA	NA	0
5 Discrimination – Human Rights Code - CSPA	NA	NA	NA	2
8 Unlawful Detention - CSPA	NA	NA	NA	2
11 Unnecessary Force - CSPA	NA	NA	NA	13
19 Neglects to do duty - CSPA	NA	NA	NA	0
Outstanding Files at Year End	23	32	32	27
<b>TOTAL COMPLAINTS INVESTIGATED BY York Regional Police</b>	<b>96</b>	<b>90</b>	<b>118</b>	<b>109</b>

### **Complaints Dealt with by OIPRD/LECA (screened out and retained)**

	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Section 60(2) Over 6 Months</b>	0	3	0	1
<b>Section 60(4) Not in public interest other law, etc.</b>	119	116	135	30
<b>Section 60(6) Not Directly Affected</b>	1	0	1	2
<b>Section 72(1) Retained by OIPRD</b>	0	0	0	0
<b>Section 156 &amp; 158(1)(d) CSPA – Not in Public Interest, Frivolous, etc.</b>	NA	NA	NA	72
<b>Section 158 (2) – Six-Month Period</b>	NA	NA	NA	1
<b>TOTAL COMPLAINTS DEALT WITH BY OIPRD/LECA</b>	120	119	136	115
<b>Summary Total of Public Complaint Dispositions</b>	216	209	254	215

## 5. PUBLIC COMPLAINT DISPOSITIONS

### Classification of Complaints

	2021	2022	2023	2024
Conduct Complaints	213	204	234	208
Policy/Service Complaints	3	5	20	7
Total Number of Complaints	216	209	254	215
Number of Involved Officers	278	339	356	336
Officers Disciplined	4	1	0	3
Number of Civilians Involved	6	2	5	7
Reviews Requested	5	5	9	4
Directed Hearings Ordered by OIPRD/LECA	2	0	0	0