

OTTAWA POLICE SERVICE BOARD

**BY-LAW No. XX of 2026**

**Being a by-law of the Ottawa Police Service Board respecting the  
Complaints Committee**

WHEREAS the Ottawa Police Service Board (the “Board”) is responsible for the provision of adequate and effective policing in Ottawa, pursuant to the *Community Safety and Policing Act, 2019* (the “Act”);

AND WHEREAS section 42 of the Act authorizes a police service board to establish a committee and to delegate any of the Board’s powers under the Act to that committee;

AND WHEREAS the Inspector General of Policing may refer policy and procedure complaints to a police service board for review, pursuant to subsection 107(6) of the Act;

AND WHEREAS the Board considers it necessary and desirable to clarify the mandate, composition, authority, and operating framework of the Complaints Committee to ensure timely, effective, and procedurally sound responses to such referrals;

NOW THEREFORE the Board enacts as follows:

1. DEFINITIONS

In this by-law:

- “**Act**” means the *Community Safety and Policing Act, 2019*.
- “**Chief**” means the Chief of Police of the Ottawa Police Service.
- “**Procedure**” means the written procedures established by the Chief of Police pursuant to subsection 79(4) of the *Community Safety and Policing Act, 2019*, and includes any rules, procedures, directives, policies, guidelines or other instruments, regardless of how they are titled or designated, established by or under the authority of the Chief of Police to govern the administration of the police service or the provision of policing by the police service.
- “**Inspector General**” means the Inspector General of Policing of Ontario.
- “**Policy and Procedure Complaint**” means a complaint relating to the policies of the Board and/or the Chief’s Procedures that is referred to the Board by the Inspector General pursuant to subsection 107(6) of the *Community Safety and Policing Act, 2019*.

## 2. DESIGNATION

- 2.1. For the purposes of section 42 of the Act, the Board designates the Complaints Committee as the committee responsible for the review of Policy and Procedure Complaints referred to the Board by the Inspector General.

## 3. MANDATE

- 3.1. The mandate of the Complaints Committee is to review the Policy and Procedure Complaints referred to the Board by the Inspector General and to support the Board's governance and oversight responsibilities by:
- a) assessing compliance with Board policies and Procedures;
  - b) identifying governance, policy, or procedural issues arising from such complaints; and
  - c) identifying opportunities to address issues arising from such complaints, including by:
    - i. making policy recommendations to the Policy and Governance Committee;
    - ii. making recommendations to the Board;
    - iii. identifying matters for which recommendations, follow-up actions, further consideration or engagement by the Board may be appropriate.

## 4. AUTHORITY

- 4.1. Exercising the Board's authority as set out in the Act, the Committee shall have the authority to:
- a) review Policy and Procedure Complaints referred to the Board by the Inspector General; and
  - b) determine and approve the Board's response to the Inspector General in respect of such complaints.
- 4.2. A decision of the Complaints Committee pursuant to this by-law shall be deemed a decision of the Board.
- 4.3. For the purpose of carrying out its mandate under this by-law, the Complaints Committee is authorized to require the Chief, pursuant to

section 40 of the Act, to provide such information, reports, and relevant Procedures as are reasonably necessary for the Committee to review a Policy and Procedure Complaint.

- 4.4. Nothing in this by-law authorizes the Complaints Committee to direct or interfere with the operational responsibilities of the Chief.

## 5. COMPOSITION AND OPERATIONS

- 5.1. The Complaints Committee shall be composed of at least two members appointed by the Board with one member designated by the Committee to serve as Chair.
- 5.2. The Committee shall meet as required, at the call of the Chair or by agreement of the Committee.
- 5.3. The Board Executive Director shall consult with the Chair on the agenda development, be responsible for preparation and distribution of the agenda package and shall maintain a record of the meetings.
- 5.4. The Committee may invite such Board members and outside parties, and in consultation with the Chief such employees, as may be deemed desirable to attend meetings and assist in the discussion and consideration of the business of the committee.
- 5.5. Meetings of the Committee shall be held in public unless the Committee determines that a meeting or part of a meeting may be closed to the public in accordance with sections 43 and 44 of the Act.
- 5.6. Where a meeting or part of a meeting is held in camera, the Committee shall ensure that the grounds for doing so are consistent with the Act and are recorded in the Committee's resolution or minutes.
- 5.7. Nothing in this by-law shall be interpreted as restricting the Board or the Complaints Committee from communicating the outcome of a Policy and Procedure Complaint review, including the provision of a copy of the Board's response to the Inspector General to the complainant, where such communication is consistent with the Act and applicable confidentiality and privacy requirements.

## 6. RELATIONSHIP TO BOARD POLICIES

- 6.1. The administration of Policy and Procedure Complaints, including processes, timelines, information flows, confidentiality, reporting, and communication of findings, shall be governed by applicable Board policies.

6.2. In the event of a conflict between this by-law and a Board policy, this by-law prevails.

## 7. TRANSITIONAL MATTERS

7.1. The members of the Complaints Committee holding office immediately prior to the coming into force of this by-law shall continue as members of the Complaints Committee, subject to any subsequent appointment or change made by the Board.

7.2. All Policy and Procedure Complaints referred to the Board by the Inspector General and outstanding as of the date this by-law comes into force shall be continued under, and dealt with in accordance with, this by-law and any applicable Board policies.