

Table CR:X – Policy Number CR:X – Policy and Procedure Complaints

<b>CR:X POLICY AND PROCEDURE COMPLAINTS</b>	
LEGISLATIVE REFERENCE / AUTHORITY	<i>Community Safety and Policing Act, section 107(1); section 107(6); section 107(7) By-law No. XX-2026</i>
DATE APPROVED	XX
DATE REVIEWED	N/A
DATES AMENDED	N/A
DATE TO BE REVIEWED	2029
REPORTING REQUIREMENT	As set out in the policy

**LEGISLATIVE REFERENCE / AUTHORITY**

This policy is adopted pursuant to the *Community Safety and Policing Act, 2019* (the “Act”) and is intended to support the Ottawa Police Service Board’s (the “Board”) governance and oversight responsibilities in relation to policy and procedure complaints.

Under subsection 107(1) of the Act, the Inspector General is responsible for receiving and addressing complaints relating to policing, including complaints concerning the policies, by-laws, rules or procedures of a police service board or the procedures established by a chief of police.

Pursuant to subsection 107(6), where a complaint relates to such policies or procedures and the Inspector General determines that a complaint is appropriately addressed at the governance level, the Inspector General is required to forward the complaint to the relevant police service board and to inform the complainant of that decision.

When a complaint is referred to the Board in this manner, the Board is required, under subsection 107(7), to review the complaint as it relates to Board policies and to Chief’s procedures, and to report back to the Inspector General and to the Minister on any steps taken in response.

This policy supports the Board's fulfilment of these statutory responsibilities and is to be read in conjunction with the authority delegated to the Complaints Committee under By-law No. XX-2026.

## SCOPE

This policy applies exclusively to the review of policy and procedure complaints referred to the Board by the Inspector General of Policing pursuant to subsections 106(6) and 107(7) of the Act.

Any matters relating to the conduct of police officers or other members of the Ottawa Police Service fall outside the scope of this policy and are addressed through other processes established under the Act.

## DEFINITIONS

For the purposes of this policy, the following definitions apply:

- a) "the Act" means the *Community Safety and Policing Act, 2019*.
- b) "Board Policy" means a policy, by-law, rule or procedure of the Ottawa Police Service Board.
- c) "Chief" means the Chief of Police of the Ottawa Police Service.
- d) "Chief's Procedure" means any 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.
- e) "Executive Director" means the Executive Director of the Ottawa Police Service Board.
- f) "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 Act.

## BOARD POLICY

### 1. TRACKING

- 1.1. The Executive Director shall maintain a tracking system for all Policy and Procedure Complaints referred to the Board by the Inspector General, including
  - a) date of referral;
  - b) applicable timelines;
  - c) status of information requests'
  - d) progress of review; and
  - e) date of response to the Inspector General.

## **2. NOTICE AND INFORMATION GATHERING**

- 2.1. Upon receipt of a Policy and Procedure Complaint from the Inspector General, the Executive Director shall ensure that the Chief or their designate are promptly notified and provided with a copy of the complaint.
- 2.2. Following notification under 2.1, the Chief or their designate shall:
  - a) promptly identify and provide to the Executive Director copy of all Chief's Procedures relevant to the complaint, and provide any contextual information to understand how those procedures are applied, and any information regarding the factual circumstances of the matter sufficient to enable an informed review of the complaint.
  - b) assess the complaint as it relates to the Chief's Procedures and provide findings to the Executive Director.
- 2.3. In parallel with the review conducted by the Chief or their designate, the Executive Director shall review the complaint as it relates to Board Policies.
- 2.4. Upon receipt of the Chief's findings, the Executive Director shall prepare, in consultation with the Chief or their designate, a comprehensive report addressing:
  - a) the complaint as it relates to Board Policies;
  - b) the complaint as it relates to Chief's Procedures; and
  - c) any governance, policy, or procedural issues arising from the complaint.

## **3. REVIEW BY THE COMPLAINTS COMMITTEE**

- 3.1. The Executive Director shall submit the report to the Complaints Committee for consideration.

3.2. The Complaints Committee shall review the report and exercise its delegated authority in accordance with By-law No. XX-2026.

3.3. In exercising its authority, the Complaints Committee may:

- a) request additional information;
- b) approve the Board's response to the Inspector General;
- c) endorse or modify recommendations contained in the report; and
- d) identify broader governance or policy issues for consideration by the Board or its committees.

#### **4. TIMELINES**

4.1. Following receipt of a complaint, the Executive Director and the Chief shall make best efforts to complete their respective assessments, and any related reports in a timely manner so as to enable consideration of the complaint by the Complaints Committee within the timeline specified by the Inspector General, where applicable.

4.2. The Complaints Committee shall make best efforts to complete its review of a Policy and Procedure Complaint within the timeline specified by the Inspector General.

4.3. Where the Executive Director determines that additional time is required to complete the Board's review of a Policy and Procedure Complaint, they may request an extension of the applicable deadline from the Inspector General.

4.4. Without limiting the generality of subsection 4.3, a request for an extension may be made where additional time is required due to one or more of the following circumstances:

- a) the volume, complexity, or scope of the complaint;
- b) the need to obtain, review, or analyze relevant Chief's Procedures or other information;
- c) delays in receiving information necessary to complete the review;
- d) the need for consultation with the Chief of Police or clarification of contextual or procedural matters;
- e) the identification of potential systemic, policy, or governance issues requiring careful consideration;

- f) resource or capacity constraints affecting the Board's ability to complete the review within the original timeline; or
- g) any other circumstances that warrant additional time to ensure a thorough and procedurally sound review.

4.5. Any extension of time remains subject to the discretion of the Inspector General.

## **5. COMMUNICATION OF FINDINGS**

5.1. Following the completion of the Complaints Committee's review, the Executive Director shall communicate the outcome of the review, to the:

- a) the Inspector General;
- b) the Solicitor General; and
- c) the complainant, subject to any limitations or conditions determined by the Complaints Committee, as appropriate.

## **6. ANNUAL REPORTING**

6.1. The Executive Director shall prepare and submit to the Board an annual report on Policy and Procedure Complaints.

6.2. The annual report shall include:

- a) the number and general nature of Policy and Procedure Complaints received during the reporting period;
- b) any notable trends, recurring themes, or systemic issues identified through the review of such complaints;
- c) a summary of actions taken in response to complaints, including governance, policy, or procedural changes arising from those reviews;
- d) any observations or lessons learned that may inform future policy development, oversight activities, or engagement with the Inspector General or the Service.