



**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*The Trusted Leader in Policing
Le chef de file de confiance dans la police*

**PUBLIC COMPLAINTS
PART V- POLICE SERVICES ACT
DETAILS OF POLICY AND/OR SERVICE COMPLAINT INVESTIGATIONS**

Complaint #: 14-0577
Date of Incident: Unknown date in 2014
Date of Complaint: 23 December 2014
Date Completed: 17 April 2015

Summary of Complaint:

The complainant alleged that the services provided by the Fraud Unit were unsatisfactory as they failed to contact him and investigate a matter that occurred in 2012.

Summary of Findings and Actions Taken:

The investigation determined that there were some service related issues surrounding the communication and time delays related to this investigation of this particular fraud file. These issues are related to deficient staffing and misguided expectation levels. There were no policy issues or breaches in regards to the investigation of the fraud file. Recommendations have been made and forwarded to the Staff Sgt in Fraud.

PUBLIC COMPLAINTS
PART V- *POLICE SERVICES ACT*
DETAILS OF POLICY AND/OR SERVICE COMPLAINT INVESTIGATIONS

Complaint #: 15-0068
Date of Incident: 15 April 2014
Date of Complaint: 12 February 2015
Date Completed: 17 April 2015

Summary of Complaint:

The complainant alleged that the report documented a false allegation of assault against her.

Summary of Findings and Actions Taken:

The investigation determined that Ottawa Police Service classified and disclosed the complainant's notable police incident appropriately.