



**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 #: 15-0184
Date of Incident: 09 March 2015
Date of Complaint: 08 May 2015
Date Completed: 15 July 2015

Summary of Complaint:

The complainant was dissatisfied with the Background Clearance Policy which relates to an out of town surcharge.

Summary of Findings and Actions Taken:

The investigation determined that the Ottawa Police procedures in regards to conducting police background checks are consistent with that of other police services across the province. No further action to be taken.

The complainant appealed the results of the decision to the Police Services Board. Upon reviewing the file in preparation for the review, it was recommended that the Professional Standards Section submit a policy review in the form of a "PACE Recommendation" in order to clarify the inconsistencies that led to this policy complaint. Training and direction shall be provided to ensure that these guidelines are implemented consistently across all service centres and by all staff (sworn and civilian).

It was also recommended that the complainant be refunded the "out of area" fee.

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Complaint #: 15-0216
Date of Incident: 22 May 2015
Date of Complaint: 29 May 2015
Date Completed: 28 July 2015

Summary of Complaint:

The complainant alleged he was not offered service in French while attending 474 Elgin to report a collision.

Summary of Findings and Actions Taken:

The complainant sent a letter advising he is withdrawing his complaint. The file is considered closed.

PUBLIC COMPLAINTS
PART V- *POLICE SERVICES ACT*
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Complaint #: 15-0281
Date of Incident: 29 June 2015
Date of Complaint: 08 July 2015
Date Completed: 28 July 2015

Summary of Complaint:

The complainant alleged he was blocked from OPS Facebook.

Summary of Findings and Actions Taken:

The complainant sent a letter advising he is withdrawing his complaint. The file is considered closed.