



## The Regional Municipality of York Police Service Board

Public Board Meeting  
September 23, 2026  
For Information

Report of the Chief of Police

### **Semi-Annual Report on Public Complaints**

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## **1. Recommendation**

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

## **2. Purpose**

This report provides cumulative and detailed information concerning public complaints made under Part V of the PSA and Part X of the CSPA from January to June 30, 2026. York Regional Police received 151 conduct complaints in the first six months of 2026, compared to 132 conduct complaints in the first six months of 2025. York Regional Police did not receive any service complaints from the Inspector General in the first six months of 2026.

Key Points:

- Total conduct complaints received in the first six months of 2026 was 151
- York Regional Police did not receive any service complaints from the Inspector General in the first six months of 2026
- Increase of 19 conduct complaints compared to 2025

### 3. Background

Section 31(1)(j) of the *PSA* requires the Board to review the administration of the public complaints system under Part V of the *PSA* and receive regular reports from the Chief of Police 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 that 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. In accordance with section 31(b) of the Adequacy and Effectiveness of Police Services Regulation and section 3 of the Police Service Board's Framework for Annual Reporting by the Chief of Police, the information contained in this report will be included in the 2026 Annual Report.

### 4. Analysis

#### COMPLAINTS RECEIVED

##### Policy and Service Complaints

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 Law Enforcement Complaints Agency (LECA) may retain and investigate a complaint about the conduct of a York Regional Police officer, or refer the complaint to the Chief of Police, or to the Chief of Police of another police service, for investigation. In accordance with section 161 of the *CSPA*, the LECA may also cause an investigation into the conduct of a York Regional Police officer in the absence of a public complaint if the Complaints Director believes it is in the public interest to do so.

If, at the conclusion of an investigation under the *PSA* and on review of the written report, the Chief of Police is of the opinion that there was misconduct or unsatisfactory work performance that was not of a serious nature, he may resolve the matter informally with the consent of the officer and the complainant. Under the *PSA*, the Chief of Police is required to hold a hearing into the matter if the alleged misconduct is serious. The Director may also direct the holding of a hearing if he is of the opinion that the alleged misconduct is serious.

If, at the conclusion of an investigation under the *CSPA* and on review of the written report, the Chief of Police reasonably believes that there was misconduct, he may impose a disciplinary measure, other than demotion or termination, with the consent of the officer. Under the *CSPA*, the Chief of Police is required to apply for a hearing of the matter by an adjudicator if he believes that demotion or termination are the appropriate disciplinary measure in relation to the misconduct.

The interaction with public is the most common category of public complaints received in the first half of 2026. Other common complaints include allegations of performance of duties, human rights and integrity under the *CSPA*.

In the first half of 2026, York Regional Police received a total of 151 public complaints, compared with 132 during the same period in 2025 and 107 in 2024, representing a 14 percent year-over-year increase. Despite the increase in complaint volume, the proportion of complaints screened and accepted by LECA decreased from 31 percent in 2025 to 21 percent in 2026. This reflects a continuing downward trend since 2019, when 51 percent of screened complaints were accepted by LECA.

There were 32 public complaints investigated in the first half of 2026. Five complaints were unsubstantiated, seven complaints were withdrawn, three complaints were resolved by way of informal resolution, two complaints were substantiated and one complaint was suspended pending criminal court completion. Fourteen complaints were still under investigation as of June 30, 2026. One hundred and nineteen 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 frivolous, vexatious or made in bad faith; could be more appropriately dealt with under another Act or law; or were not in public interest.

As of June 30, 2026, there have been three requests for review by the complainant. All three matters are still under review by LECA.

### **LECA Directed Out of Jurisdiction Investigations**

In accordance with section 72(1)(b) of the *PSA* and section 159(7) of the *CSPA*, the Law Enforcement Complaints Agency is permitted to give direction to the Chiefs of Police of various jurisdictions to investigate allegations of misconduct from a different police service. In the first half of 2026, York Regional Police was directed to investigate one out of jurisdiction complaint.

## **5. Financial Considerations**

Not applicable.

## **6. Local Impact**

Not applicable.

## 7. Conclusion

The Professional Standards Bureau has maintained an excellent working relationship with the LECA to date in 2026. They continue to participate in ongoing programs with the LECA such as the Early Resolution Process. This program assists in the collaborative resolution of complaints at an early stage to promote understanding between complainants and police officers as opposed to a more formal investigation and adversarial process for minor complaint issues.

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Alternative formats or communication supports are available upon request.

Approved for Submission: Paulo Da Silva, B.A, M.O.M, CMIII  
Chief of Police

Attachments (1) Public Complaint Semi-Annual Comparison Chart for 2026

## Comparison January to June 2025 - 2026

### Public Complaint Investigations

#### Nature of Complaints

| Year                        | Police Procedures | Physical Assault | Verbal Abuse | Misuse of Authority | Policy/ Service | Interaction with Public (CSPA) | Integrity | Human Rights (CSPA) | Performance of Duties (CSPA) | Offences in the CSPA | Totals |
|-----------------------------|-------------------|------------------|--------------|---------------------|-----------------|--------------------------------|-----------|---------------------|------------------------------|----------------------|--------|
| <b>2025 January to June</b> | 5                 | 0                | 0            | 3                   | 0               | 93                             | 2         | 4                   | 24                           | 1                    | 132    |
| <b>2026 January to June</b> | 0                 | 0                | 0            | 1                   | 0               | 121                            | 2         | 3                   | 24                           | 0                    | 151    |

#### Nature of Complaints - % of Total

| Year                        | Police Procedure | Physical Assault | Verbal Abuse | Misuse of Authority | Policy/ Service | Interaction with Public (CSPA) | Integrity | Human Rights (CSPA) | Performance of Duties (CSPA) | Offences in the CSPA | Totals |
|-----------------------------|------------------|------------------|--------------|---------------------|-----------------|--------------------------------|-----------|---------------------|------------------------------|----------------------|--------|
| <b>2025 January to June</b> | 4                | 0                | 0            | 2                   | 0               | 71                             | 1         | 3                   | 18                           | 1                    | 100%   |
| <b>2026 January to June</b> | 0                | 0                | 0            | 1                   | 0               | 80                             | 1         | 2                   | 16                           | 0                    | 100%   |

Public Complaint Investigations  
Nature of Complaints – Detailed under the *Police Services Act*

| <b>Police Procedure</b>                       | <b>2026</b> | <b>2025</b> | <b>2024</b> |
|-----------------------------------------------|-------------|-------------|-------------|
| Fail to Identify                              | 0           | 0           | 0           |
| Neglect of Duty                               | 0           | 2           | 22          |
| Improper Detention<br>(includes stopping car) | 0           | 1           | 14          |
| Improper Search-Person                        | 0           | 0           | 1           |
| Improper Arrest                               | 0           | 0           | 11          |
| Improper Charge                               | 0           | 0           | 5           |
| Improper Entry                                | 0           | 1           | 0           |
| Improper Use of Discretion                    | 0           | 1           | 13          |
| Other/General                                 | 0           | 0           | 0           |
| <b>TOTAL</b>                                  | <b>0</b>    | <b>5</b>    | <b>66</b>   |

| <b>Misuse of Authorities</b>      | <b>2026</b> | <b>2025</b> | <b>2024</b> |
|-----------------------------------|-------------|-------------|-------------|
| Corruption                        | 0           | 1           | 0           |
| Theft                             | 0           | 0           | 0           |
| Fraud                             | 0           | 0           | 0           |
| Lying Under Oath                  | 0           | 0           | 0           |
| Deceit                            | 0           | 0           | 0           |
| Disclose Confidential Information | 0           | 0           | 0           |
| Intoxication                      | 0           | 0           | 0           |
| Improper Driving                  | 0           | 0           | 2           |
| Improper Use of Position          | 1           | 2           | 9           |
| Other                             | 0           | 0           | 0           |
| <b>TOTAL</b>                      | <b>1</b>    | <b>3</b>    | <b>11</b>   |

| <b>Physical Assault</b>     | <b>2026</b> | <b>2025</b> | <b>2024</b> |
|-----------------------------|-------------|-------------|-------------|
| Assault                     | 0           | 0           | 0           |
| Assault with Injury         | 0           | 0           | 0           |
| Sexual Assault              | 0           | 0           | 0           |
| Assault While Restrained    | 0           | 0           | 0           |
| Other Assault               | 0           | 0           | 0           |
| Excessive Force             | 0           | 0           | 4           |
| Excessive Force with Injury | 0           | 0           | 2           |
| <b>TOTAL</b>                | <b>0</b>    | <b>0</b>    | <b>6</b>    |

| <b>Policy and Service</b> | <b>2026</b> | <b>2025</b> | <b>2024</b> |
|---------------------------|-------------|-------------|-------------|
| <b>TOTAL</b>              | <b>0</b>    | <b>0</b>    | <b>7</b>    |

| <b>Verbal Abuse</b>       | <b>2026</b> | <b>2025</b> | <b>2024</b> |
|---------------------------|-------------|-------------|-------------|
| Verbal Abuse/Incivility   | 0           | 0           | 3           |
| Harassment/Threat         | 0           | 0           | 0           |
| Implied Harassment/Threat | 0           | 0           | 2           |
| Sexual Harassment         | 0           | 0           | 0           |
| Other                     | 0           | 0           | 0           |
| <b>TOTAL</b>              | <b>0</b>    | <b>0</b>    | <b>5</b>    |

## Public Complaint Investigations

### Nature of Complaints – Detailed under the *Community Safety and Policing Act*

| Interaction with Public                                    | 2026       | 2025      |
|------------------------------------------------------------|------------|-----------|
| 7 Unlawful Arrest                                          | 6          | 2         |
| 8 Unlawful Detention                                       | 1          | 3         |
| 9 Neglects Health/Safety of Person in Custody              |            | 0         |
| 10 Conduct Undermines Public Trust                         | 99         | 79        |
| 11 Unnecessary Force                                       | 9          | 6         |
| 12 Insulting Language                                      | 5          | 2         |
| 13(1) Conceal Identifying Information                      | 0          | 0         |
| 13(2) Fail to Provide Identifying Information Upon Request | 1          | 1         |
| <b>TOTAL</b>                                               | <b>121</b> | <b>93</b> |

| Integrity                                                     | 2026     | 2025     |
|---------------------------------------------------------------|----------|----------|
| Solicits, Offers or Takes a Bribe                             | 0        | 0        |
| 15 Receives Gratuity or Present                               | 0        | 0        |
| 16 (1) Improper Use of Position                               | 1        | 1        |
| 16 (2) Interfere with Administration of Justice               | 0        | 0        |
| 17 Unauthorized Disclosure                                    | 0        | 1        |
| 18 Access, Collect, Use, Alter, Retain or Destroy Information | 1        | 0        |
| <b>TOTAL</b>                                                  | <b>2</b> | <b>2</b> |

| Performance of Duties                           | 2026      | 2025      |
|-------------------------------------------------|-----------|-----------|
| 19 Neglects to do Duty                          | 23        | 22        |
| 20 Fails to Take Notes                          | 0         | 0         |
| 21 Unfit On Duty – Drugs/Alcohol                | 0         | 0         |
| 22 Fails to Report Member                       | 0         | 0         |
| 23 Leave Work Detail                            | 0         | 0         |
| 24 Unauthorized Communication to Media          | 0         | 0         |
| 25 AWOL or Late for Duty                        | 0         | 0         |
| 26 Comply with Order from Superior              | 0         | 0         |
| 27 Comply with Directives                       | 1         | 2         |
| 28 Loss/Damage Service Property                 | 0         | 0         |
| 29 Fail to Report Loss/Damage                   | 0         | 0         |
| 30 Workplace Violence/Harassment/Sexual Assault | 0         | 0         |
| 31 Deceive or Mislead                           | 0         | 0         |
| <b>TOTAL</b>                                    | <b>24</b> | <b>24</b> |

| Human Rights                         | 2026     | 2025     |
|--------------------------------------|----------|----------|
| 5 Discrimination – Human Rights Code | 1        | 4        |
| 6 Breach - Charter                   | 2        | 0        |
| <b>TOTAL</b>                         | <b>3</b> | <b>4</b> |

| Offences in the CSPA             | 2026     | 2025     |
|----------------------------------|----------|----------|
| 195(a) Breach of Code of Conduct | 0        | 1        |
| <b>TOTAL</b>                     | <b>0</b> | <b>1</b> |

## Public Complaint Breakdowns

January to June 2026

### Subject Officer by Age

|               |            |
|---------------|------------|
| Under 25      | 5          |
| 25 – 29       | 40         |
| 30 – 34       | 32         |
| 35 – 39       | 41         |
| 40 – 44       | 32         |
| 45 – and over | 48         |
| <b>TOTAL</b>  | <b>198</b> |

### Subject Officer by Tenure

|                   |            |
|-------------------|------------|
| Under 4 Years     | 58         |
| 4 – 7 Years       | 40         |
| 8 – 12 Years      | 42         |
| 13 – 20 Years     | 30         |
| 20 Years and over | 28         |
| <b>TOTAL</b>      | <b>198</b> |

### Precipitating Factors/Events

|                                             |            |
|---------------------------------------------|------------|
| Criminal Investigation                      | 71         |
| Traffic Violation/MVC Investigation         | 23         |
| Parking Violation                           | 2          |
| Request for ID (other than traffic related) | 0          |
| Domestic Occurrence                         | 5          |
| Incidental to Arrest                        | 17         |
| Normal Duties                               | 12         |
| Off Duty                                    | 1          |
| Unknown                                     | 0          |
| Other                                       | 20         |
| <b>TOTAL</b>                                | <b>151</b> |

# Public Complaint Dispositions

January to June 2026

## Summary of Dispositions

|                                                                                                                                                                                                                                                                                                                                                                                               |            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Section 158(1)*: <ul style="list-style-type: none"> <li>• The facts on which the complaint is based occurred more than six months prior;</li> <li>• The complainant was not affected by the conduct of the person who is the subject of the complaint;</li> <li>• The complaint is deemed frivolous, vexatious or made in bad faith;</li> <li>• Deemed not in the public interest.</li> </ul> | 111        |
| Section 66(2) – Unsubstantiated                                                                                                                                                                                                                                                                                                                                                               | 5          |
| Section 74(1) – Withdrawn                                                                                                                                                                                                                                                                                                                                                                     | 7          |
| Section 158(2) – Over 6 Months                                                                                                                                                                                                                                                                                                                                                                | 6          |
| Section 93(1) – Informal Resolution                                                                                                                                                                                                                                                                                                                                                           | 3          |
| Section 66(4) – Informal Discipline                                                                                                                                                                                                                                                                                                                                                           | 2          |
| Section 164 – Terminated                                                                                                                                                                                                                                                                                                                                                                      | 3          |
| Action Taken – Formal Discipline                                                                                                                                                                                                                                                                                                                                                              | 0          |
| <b>Total Resolved</b>                                                                                                                                                                                                                                                                                                                                                                         | <b>137</b> |
| <b>Ongoing</b>                                                                                                                                                                                                                                                                                                                                                                                | <b>14</b>  |
| <b>Total</b>                                                                                                                                                                                                                                                                                                                                                                                  | <b>151</b> |

\* All of the 111 public complaints that were screened-out by LECA pursuant to section 158(1) of the Community Safety and Policing Act were reviewed by the Professional Standards Bureau for quality-control purposes. Where the identity of the respondent member(s) could be determined, the member(s), along with their Senior Leadership Team were notified of the details of the complaint.

## Public Complaint Dispositions

January to June 2026

| <b>Disposition</b>                                                               | <b>Interaction with Public</b> | <b>Human Rights</b> | <b>Performance of Duties</b> | <b>Integrity</b> | <b>Offences in the CSPA</b> | <b>Misuse of Authority</b> |
|----------------------------------------------------------------------------------|--------------------------------|---------------------|------------------------------|------------------|-----------------------------|----------------------------|
| <b>Unsubstantiated s.66(2)</b>                                                   | 4                              | 1                   | 0                            | 0                | 0                           | 0                          |
| <b>Not dealt with: Frivolous Other Act or Law Not in Public Interest s.60(4)</b> | 18                             | 0                   | 1                            | 2                | 0                           | 1                          |
| <b>Withdrawn s.74(1)</b>                                                         | 3                              | 0                   | 4                            | 0                | 0                           | 0                          |
| <b>Informal Resolution s.93(1)</b>                                               | 1                              | 2                   | 0                            | 0                | 0                           | 0                          |
| <b>Informal Discipline</b>                                                       | 1                              | 0                   | 1                            | 0                | 0                           | 0                          |
| <b>Section 164 Termination</b>                                                   | 2                              | 0                   | 1                            | 0                | 0                           | 0                          |
| <b>8 Unlawful Detention - CSPA</b>                                               | 1                              | 0                   | 0                            | 0                | 0                           | 0                          |
| <b>10 Conduct undermines public trust - CSPA</b>                                 | 75                             | 0                   | 0                            | 0                | 0                           | 0                          |
| <b>11 Unnecessary Force - CSPA</b>                                               | 4                              | 0                   | 0                            | 0                | 0                           | 0                          |
| <b>19 Neglects to do duty - CSPA</b>                                             | 0                              | 0                   | 15                           | 0                | 0                           | 0                          |
| <b>Resolved</b>                                                                  | <b>109</b>                     | <b>3</b>            | <b>22</b>                    | <b>2</b>         | <b>0</b>                    | <b>1</b>                   |
| <b>Outstanding</b>                                                               | <b>11</b>                      | <b>0</b>            | <b>3</b>                     | <b>0</b>         | <b>0</b>                    | <b>0</b>                   |