



The Regional Municipality of York Police Service Board

Public Board Meeting
February 18, 2026
For Information

Report of the Chief of Police

Annual Report on Public Complaints

1. Recommendation

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

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 1, 2025 to December 31, 2025. York Regional Police (YRP) received 249 conduct complaints and two service complaints referred by the Inspector General (IG) in 2025, compared to seven service complaints and 208 conduct complaints in 2024.

Key Points:

- 249 conduct complaints in 2025
- Two service complaints in 2025
- Seven service complaints and 208 conduct complaints in 2024
- Increase of 19.7% in conduct complaints compared to the previous year
- 179 complaints were screened out by the LECA

3. Background

Section 31(1)(j) of the *Police Services Act (PSA)* requires the Board to review the administration of the public complaints systems under Part V of the *PSA* and receive regular reports 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 to 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. The semi-annual report provides cumulative and detailed information concerning public complaints made in the first six months of each calendar year.

4. Analysis

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.

In 2025, the Chief received two notifications from the Inspector General that the Inspectorate of Policing (IOP) will be investigating. The two complaints are still under investigation by the IOP as of December 31, 2025 and YRP Professional Standards Bureau (PSB) is acting as a liaison with the IOP to provide all requested materials surrounding the complaints filed.

CONDUCT COMPLAINTS

Pursuant to section 61(5) of the *PSA* and section 159(1) of the *CSPA*, the Law Enforcement Complaints Agency (LECA) may refer a complaint about the conduct of a York Regional Police Officer that affects a member of the public, to the Chief or to the Chief of another service to be investigated, or the LECA may retain the complaint for investigation. If, at the conclusion of the investigation, and on review of the written report, the Chief is of the opinion that there was misconduct or unsatisfactory work performance that was not of a serious nature, the Chief may resolve the matter informally with the consent of the officer. The Chief is required to hold a hearing into the matter if the alleged misconduct was serious. The Law Enforcement Complaints Agency may also direct the matter to a hearing if the Director is of the opinion that the alleged misconduct is serious.

The LECA did not retain any complaints in 2025. As indicated in the attachment, in section 4 “Public Complaint Dispositions, Classification of Complaints”, six requests were made by complainants to the LECA to review the Chief’s decision regarding their complaints. The LECA confirmed four of the decisions that the complaint was unsubstantiated. Two requests for review are still under investigation by the LECA.

The “Interaction with Public” under the *CSPA* was the most common category of public complaints in 2025. Other common complaints included allegations of “Performance of Duties”, “Integrity” and “Human Rights.”

In 2025, York Regional Police received a total of 249 public complaints compared to 215 in 2024, and 254 in 2023, as indicated in the attachment in section 1, “Public Complaint Investigations”. This represents a 16% increase in public complaints received by the LECA between 2024 and 2025. The percentage of complaints being screened-in by the LECA in 2025 was 28%, which represents a decrease from 2024 where 41% of complaints were screened-in. In 2023, 46% of complaints were screened-in while in 2022, 43% were accepted. Screened-in complaints have averaged between 28-46% in the last five years. The decrease in screened-in complaints may be in part to the LECA screening-out complaints whereby there’s an associated ongoing investigation or charges have been laid. In these cases, the complainant is informed to re-submit their complaint once the investigations and or court matters are complete.

As the chart in the attachment in section 3, “Public Complaint Dispositions, Complaints Investigated by York Regional Police” indicates:

- 70 public complaints were investigated
- Seven complaints were informally resolved
- eight were withdrawn
- 37 were determined to be unsubstantiated
- Eighteen complaints were still under investigation as of December 31, 2025
- One hundred and seventy-nine 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 either frivolous, vexatious or made in bad faith; could be appropriately dealt with under another act or law; were not in the public interest; were over six months old; or there was an associated investigation, or charges had been laid in the incident that the complaint was made about

The actual strength of the service at the end of 2025 was 1,851 sworn officers. The ratio of conduct complaints per officer for the year is 0.13 and this remains one of the lowest ratios in comparison to other large services in Ontario. The low complaints per officer ratio and the low number of substantiated complaints can be attributed, in part, to our members consistently upholding the values and code of ethics of York Regional Police. Our analysis of the nature and substance of policy and conduct complaints filed in 2025 does not indicate the need for any additional training, and the introduction of body-worn cameras in 2026 is likely



PROFESSIONAL STANDARDS BUREAU
2025 ANNUAL SUMMARY

1. PUBLIC COMPLAINT INVESTIGATIONS

Nature of Complaints Five Year Comparison

Year	Police Procedure	Physical Assault	Verbal Abuse	Misuse of Authority	Policy Service	Interaction with Public (CSPA)	Human Rights (CSPA)	Performance of Duties (CSPA)	Offences in the CSPA	Integrity (CSPA)	Totals	Staffing
2020	112	11	22	34	1	NA	NA	NA	NA	NA	180	1681
2021	163	17	8	25	3	NA	NA	NA	NA	NA	216	1698
2022	159	12	15	18	5	NA	NA	NA	NA	NA	209	1713
2023	181	12	7	34	20	NA	NA	NA	NA	NA	254	1736
2024	85	9	5	16	7	80	2	11	NA	NA	215	1765
2025	8	2	0	4	0	174	6	51	1	3	249	1851

Annual Percentage Comparison

Year	Police Procedure	Physical Assault	Verbal Abuse	Misuse of Authority	Policy Service	Interaction with Public (CSPA)	Human Rights (CSPA)	Performance of Duties (CSPA)	Offences in the CSPA	Integrity (CSPA)
2020	62%	6%	12%	19%	1%	NA	NA	NA	NA	NA
2021	75%	8%	4%	12%	1%	NA	NA	NA	NA	NA
2022	76%	6%	7%	9%	2%	NA	NA	NA	NA	NA
2023	71%	5%	3%	13%	8%	NA	NA	NA	NA	NA
2024	40%	4%	2%	8%	3%	37%	1%	5%	NA	NA
2025	3%	1%	0%	2%	0%	70%	2%	20%	1%	1%

Police Services Comparison

Police Service	Durham	Niagara	York
2025 Uniform Officers	1111	872	1851
2025 Public Complaints	247	170	249
Complaints per Service	0.22	0.19	0.13

2. NATURE OF COMPLAINTS DETAILED UNDER THE *POLICE SERVICES ACT*

Police Procedure

Fail to Identify	0
Neglect of Duty	4
Improper Detention (includes stopping car)	1
Improper Search – Person	1
Improper Arrest	0
Improper Entry	1
Improper Charge	0
Improper Use of Discretion	1
Mishandling/Damage to Property	0
Other (parking, provincial offence, keep the peace)	0
Service & Policy	0
TOTAL	8

Physical Assault

Assault	0
Assault with Injury	0
Sexual Assault	0
Assault while restrained	0
Other Assault	0
Excessive Force	0
Excessive Force with Injury	2
TOTAL	2

Verbal Abuse

Verbal Abuse/Incivility	0
Harassment/Threat	0
Implied Harassment/Threat	0
Sexual Harassment	0
Other	0
TOTAL	0

Misuse of Authority

Corruption	1
Theft	0
Frauds	0
Lying Under Oath	0
Deceit	0
Disclose Confidential Information	0
Intoxication	0
Improper Driving	0
Improper Use of Position	3
Misuse of Authority Other	0
Other	0
TOTAL	4
TOTAL NUMBER OF COMPLAINTS UNDER THE PSA 2025	14

3. NATURE OF COMPLAINTS DETAILED UNDER THE *COMMUNITY SAFETY AND POLICING ACT*

Interaction with Public

7 Unlawful Arrest	7
8 Unlawful Detention	4
9 Neglects Health/Safety of Person in Custody	1
10 Conduct Undermines Public Trust	147
11 Unnecessary Force	10
12 Insulting Language	3
13(1) Conceal Identifying Information	0
13(2) Fail to Provide Identifying Information Upon Request	2
TOTAL	174

Integrity

14 Solicits, Offers or Takes a Bribe	0
15 Receives Gratuity or Present	0
16 (1) Improper Use of Position	2
16(2) Interfere with Administration of Justice	0
17 Unauthorized Disclosure	1
18 Access, Collect, Use, Alter, Retain or Destroy Information	0
TOTAL	3

Performance of Duties

19 Neglects to do Duty	49
20 Fails to Take Notes	0
21 Unfit on Duty – Drugs/Alcohol	0
22 Fails to Report Member	0
23 Leave Work Detail	0
24 Unauthorized Communication to Media	0
25 AWOL or Late for Duty	0
26 Comply with Order from Superior	0
27 Comply with Directives	2
28 Loss/Damage to Service Property	0
29 Fail to Report Loss/Damage	0
30 Workplace Violence/Harassment/Sexual Assault	0
31 Deceive or Mislead	0
TOTAL	51

Human Rights

5 Discrimination – Human Rights Code	6
6 Breach – Charter	0
TOTAL	6

Offences in the CSPA related to Code of Conduct, IG, LECA and SIU

195(a) breach of code of conduct	1
TOTAL	1
TOTAL NUMBER OF COMPLAINTS UNDER THE CSPA 2025	235

4. PUBLIC COMPLAINT DISPOSITIONS

Complaints Investigated by York Regional Police

	2022	2023	2024	2025
Section 64(7) Formal Discipline	0	0	1	0
Section 66(4) Informal Discipline	1	0	1	0
Section 93(1) Informal Resolution	7	7	11	1
Section 66(2) Unsubstantiated	16	11	19	1
Section 74(1) Withdrawn	29	28	19	0
Section 61(2) Policy /Service	5	20	7	0
Section 59(1) OIPRD cannot Proceed	0	4	7	0
Informal Discipline	NA	NA	0	1
Section 160(1) Withdrawal	NA	NA	NA	8
Section 169(1) Informal Resolution	NA	NA	NA	6
Section 167(1) Unsubstantiated	NA	NA	NA	7
5 Discrimination – Human Rights Code - CSPA	NA	NA	2	6
8 Unlawful Detention - CSPA	NA	NA	2	0
11 Unnecessary Force - CSPA	NA	NA	13	6
19 Neglects to do duty - CSPA	NA	NA	0	16
Outstanding Files at Year End	32	32	27	18
TOTAL COMPLAINTS INVESTIGATED BY York Regional Police	90	118	109	70

Complaints Dealt with by OIPRD/LECA (screened out and retained)

	2022	2023	2024	2025
Section 60(2) Over 6 Months	3	0	1	0
Section 60(4) Not in public interest other law, etc.	116	135	30	11
Section 60(6) Not Directly Affected	0	1	2	0
Section 72(1) Retained by OIPRD	0	0	0	0
Section 72 Terminated	0	0	0	1
Section 156 & 158(1)(d) CSPA – Not in Public Interest, Frivolous, etc.	NA	NA	72	163
Section 158 (2) – Six-Month Period	NA	NA	1	2
Section 164 Terminated	NA	NA	0	2
TOTAL COMPLAINTS DEALT WITH BY OIPRD/LECA	119	136	115	179
Summary Total of Public Complaint Dispositions	209	254	215	249

5. PUBLIC COMPLAINT DISPOSITIONS

Classification of Complaints

	2022	2023	2024	2025
Conduct Complaints	204	234	208	249
Policy/Service Complaints	5	20	7	2
Total Number of Complaints	209	254	215	249
Number of Involved Officers	339	356	336	346
Officers Disciplined	1	0	3	1
Number of Civilians Involved	2	5	7	11
Reviews Requested	5	9	4	6
Directed Hearings Ordered by OIPRD/LECA	0	0	0	0