



The Regional Municipality of York Police Service Board

Public Board Meeting
September 24, 2025
For Information

Report of the Chief of Police

Semi-Annual Report on Public Complaints

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, 2025. York Regional Police received 132 conduct complaints in the first six months of 2025, compared to seven service complaints and 100 conduct complaints in the first six months of 2024. York Regional Police did not receive any service complaints from the Inspector General in the first six months of 2025.

Key Points:

- Total conduct complaints received in the first six months of 2025 was 132
- York Regional Police did not receive any service complaints from the Inspector General in the first six months of 2025
- Increase of 32 conduct complaints compared to 2024

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 2025 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 2025. Other common complaints include allegations of performance of duties, human rights and integrity under the *CSPA*.

In the first half of 2025, York Regional Police received 132 complaints compared to 107 in 2024 and 120 in 2023. This represents a 23 percent increase in public complaints in the first half of 2025 from the same time period in 2024. The percentage of complaints screened and accepted by the LECA has decreased from last year. In 2025, 31 percent of complaints were accepted which is a decrease from 48 percent of complaints accepted in 2024. This represents a decrease from last year however a decrease has been seen year after year compared to 2019 where 51 percent of complaints being screened were accepted. Accepted complaints have ranged between 39-51 percent in the last five years.

There were 41 public complaints investigated in the first half of 2025. Seven complaints were unsubstantiated, 15 complaints were withdrawn, one complaint was terminated under section 164 of the *CSPA* and four complaints were resolved by way of informal resolution. Fourteen complaints were still under investigation as of June 30, 2025. Ninety-one 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, 2025, there have been three requests for review by the complainant. The LECA conducted reviews of two investigations and concluded the matters were unsubstantiated and upheld the Chief's decisions and there is one matter still under review.

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 2025, York Regional Police was directed to investigate five out of jurisdiction complaints.

5. Financial Considerations

Not applicable.

Comparison January to June 2024 - 2025

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
2024 January to June	66	6	5	11	7	9	0	2	1	0	107
2025 January to June	5	0	0	3	0	93	2	4	24	1	132

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
2024 January to June	62	6	5	10	6	8	0	2	1	0	100%
2025 January to June	4	0	0	2	0	71	1	3	18	1	100%

Public Complaint Investigations

Nature of Complaints – Detailed under the *Police Services Act*

Police Procedure	2025	2024	2023
Fail to Identify	0	0	0
Neglect of Duty	2	22	20
Improper Detention (includes stopping car)	1	14	22
Improper Search-Person	0	1	1
Improper Arrest	0	11	9
Improper Charge	0	5	3
Improper Entry	1	0	1
Improper Use of Discretion	1	13	26
Other/General	0	0	2
TOTAL	5	66	84

Misuse of Authorities	2025	2024	2023
Corruption	1	0	0
Theft	0	0	0
Fraud	0	0	0
Lying Under Oath	0	0	0
Deceit	0	0	3
Disclose Confidential Information	0	0	0
Intoxication	0	0	0
Improper Driving	0	2	1
Improper Use of Position	2	9	15
Other	0	0	0
TOTAL	3	11	19

Physical Assault	2025	2024	2023
Assault	0	0	0
Assault with Injury	0	0	1
Sexual Assault	0	0	1
Assault While Restrained	0	0	0
Other Assault	0	0	0
Excessive Force	0	4	1
Excessive Force with Injury	0	2	3
TOTAL	0	6	6

Policy and Service	2025	2024	2023
TOTAL	0	7	7

Verbal Abuse	2025	2024	2023
Verbal Abuse/Incivility	0	3	4
Harassment/Threat	0	0	0
Implied Harassment/Threat	0	2	0
Sexual Harassment	0	0	0
Other	0	0	0
TOTAL	0	5	4

Public Complaint Investigations

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

Interaction with Public	2025	2024
7 Unlawful Arrest	2	0
8 Unlawful Detention	3	1
9 Neglects Health/Safety of Person in Custody	0	0
10 Conduct Undermines Public Trust	79	6
11 Unnecessary Force	6	1
12 Insulting Language	2	0
13(1) Conceal Identifying Information		0
13(2) Fail to Provide Identifying Information Upon Request	1	0
TOTAL	93	9

Integrity	2025	2024
Solicits, Offers or Takes a Bribe	0	0
15 Receives Gratuity or Present	0	0
16 (1) Improper Use of Position	1	0
16 (2) Interfere with Administration of Justice	0	0
17 Unauthorized Disclosure	1	0
18 Access, Collect, Use, Alter, Retain or Destroy Information	0	0
TOTAL	2	0

Performance of Duties	2025	2024
19 Neglects to do Duty	22	1
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	2	0
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
TOTAL	24	1

Human Rights	2025	2024
5 Discrimination – Human Rights Code	4	2
6 Breach - Charter	0	0
TOTAL	4	2

Offences in the CSPA	2025	2024
195(a) Breach of Code of Conduct	1	0
TOTAL	1	0

Public Complaint Breakdowns

January to June 2025

Subject Officer by Age

Under 25	4
25 – 29	28
30 – 34	41
35 – 39	34
40 – 44	19
45 – and over	55
TOTAL	181

Subject Officer by Tenure

Under 4 Years	42
4 – 7 Years	55
8 – 12 Years	31
13 – 20 Years	19
20 Years and over	34
TOTAL	181

Precipitating Factors/Events

Criminal Investigation	70
Traffic Violation/MVC Investigation	27
Parking Violation	0
Request for ID (other than traffic related)	0
Domestic Occurrence	16
Incidental to Arrest	25
Normal Duties	13
Off Duty	2
Unknown	1
Other	11
TOTAL	165

Public Complaint Dispositions

January to June 2025

Summary of Dispositions

Section 156&158(1)(d): <ul style="list-style-type: none">• Frivolous• Not in Public Interest• Vexatious• Unable to proceed	91
Section 66(2) – Unsubstantiated	7
Section 74(1) – Withdrawn	15
Section 158(2) – Over 6 Months	0
Section 93(1) – Informal Resolution	4
Section 66(4) – Informal Discipline	0
Section 164 – Terminated	1
Action Taken – Formal Discipline	0
Total Resolved	118
Ongoing	14
Total	132

Public Complaint Dispositions

January to June 2025

Disposition	Interaction with Public	Human Rights	Performance of Duties	Integrity	Offences in the CSPA	Misuse of Authority	Police Procedure
Unsubstantiated s.66(2)	3	0	3	0	0	0	1
Not dealt with: Frivolous Other Act or Law Not in Public Interest s.60(4)	0	0	0	0	0	3	4
Withdrawn s.74(1)	6	2	6	1	0	0	0
Informal Resolution s.93(1)	1	0	3	0	0	0	0
Informal Discipline	0	0	0	0	0	0	0
Section 164 Termination	0	1	0	0	0	0	0
8 Unlawful Detention - CSPA	3	0	0	0	0	0	0
10 Conduct undermines public trust - CSPA	66	0	0	0	0	0	0
11 Unnecessary Force - CSPA	3	0	0	0	0	0	0
12 – Insulting Language CSPA	1	0	0	0	0	0	0
13(2) Fail to Provide identifying Information	1	0	0	0	0	0	0
19 Neglects to do duty - CSPA	0	0	8	0	0	0	0
27 Comply with Directives	0	0	2	0	0	0	0
Resolved	84	3	22	1	0	3	5
Outstanding	9	1	2	1	1	0	0