



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Annual Report - Administration of The Public Complaints System Regarding Conduct of Special Constables - May 23, 2024 to December 31, 2024

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-02-05

Recommendation(s)

That the Niagara Regional Police Service Board (Board) receive this report for information as it relates to the administration of the public complaints system regarding conduct of Special Constables.

Key Facts

- The purpose of this report is to advise the Board that the Niagara Regional Police Service (Service) is in compliance with By-Law 509-2024.
- The Chief is required to make a written annual report to the Board with respect to public complaints regarding Special Constables.
- This report will provide a summary of requirements to ensure the Service is in compliance with the By-Law.

Financial Considerations

There are no financial implications relating to the recommendations contained within this report.

Analysis

In accordance with By-Law 509-2024 – Administration of the Public Complaint System Regarding Conduct of Special Constables Employed by the Board, the Chief shall make a written report to the Board in January of each year. This report shall include:

Administration of the Public Compliant Process:

The Service's General Order – 260.01: Conduct, Complaints and Discipline – Civilian and Special Constables is in place and outlines the procedures that the Service will use when dealing with public complaints and internal complaints regarding Special Constables. These procedures clearly identify the process to be used to respond to Public Complaints and Internal Complaints. This General Order came into effect on

October 10, 2024 in response to the provisions contained in the Community Safety and Policing Act, 2019.

Notice to the Public:

Any member of the public may make a complaint about a Special Constable by emailing, attending in person at any Service station, or by calling any Service station and speaking with a representative to initiate a complaint about a Special Constable employed by the Service. These instructions are reflected on the Service's public website under the Compliments, Comments and Public Complaints section.

The following chart contains the comparative data required in this report:

	2023	2024
Total # of Complaints	Reporting requirements began in 2024.	0
Unsubstantiated Complaints	Reporting requirements began in 2024.	0
Substantiated Complaints	Reporting requirements began in 2024.	0
Outstanding Complaints at End of Reporting Period	Reporting requirements began in 2024.	0

Alternatives Reviewed

Not Applicable.

Relationship to Police Service/Board Strategic Priorities

To comply with the provisions of the Board By-Laws and to maintain compliance with the Community Safety and Policing Act, 2019.


Relevant Policy Considerations

- O. Reg. 411/23: Complaints About Special Constables
- General Order – 260.01: Conduct, Complaints and Discipline – Civilian and Special Constables
- By-Law 509-2024 – Administration of the Public Complaint System Regarding Conduct of Special Constables Employed by the Board

Other Pertinent Reports

Not applicable.

This report was prepared by Jason Myers, Staff Sergeant, Professional Standards Unit in consultation with Lynda Hughes, Inspector, Professional Standards Unit, and reviewed by Paul Koscinski, Superintendent, Executive Services. Recommended by Luigi Greco, Deputy Chief, Support Services.



Submitted by:
Luigi Greco #9366
Acting Chief of Police

Appendices

Not applicable.