



# NIAGARA REGIONAL POLICE SERVICE

## Police Service Board Report

### PUBLIC AGENDA

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**Subject:** Quarterly Report – Administration of the Public Complaints System Regarding Conduct of Police Officers – January 1 to March 31, 2025

**Report To:** Chair and Members, Niagara Police Service Board

**Report Date:** 2025-04-28

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### Recommendation(s)

**That the Niagara Police Service Board (Board) receive this report for information.**

### Key Facts

- The purpose of this report is to provide the Board with statistics that represent public complaints received for the periods of January 1, 2025 to March 31, 2025 (Q1), compared to Q1 of 2024 pursuant to By-Law 434-2024.
- The Community Safety and Policing Act, 2019 (CSPA), was implemented on April 1, 2024, which changed the process of public complaints, therefore comparatives may not be relatable.
- The public complaints process is administered by the Law Enforcement Complaints Agency (LECA) which reviews the complaint and determine whether it is screened in for investigation or screened out for a variety of reasons as determined by the LECA. Complaints can be retained for investigation by the LECA or referred to a police service for investigation.
- Public complaints that have been referred by the LECA to the Niagara Regional Police Service are investigated by the Professional Standards Unit.
- LECA no longer has jurisdiction over the policing policy and service. The Inspectorate of Policing reviews matters involving the adequacy and effectiveness of police services.

### Financial Considerations

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

### Analysis

Conduct Complaints – January 1 to March 31, 2025 – Q1

Total Number of Conduct Complaints Made:

In Q1, 2025, there were a total of 54 conduct complaints received, compared to 49 received in Q1, 2024.

Number of Referrals to the Complaint Director:

In Q1, 2025, there were 2 complaints referred to the Complaint Director. There is no comparative to previous years as this was a newly implemented process.

Number of Conduct Complaints Determined to be Unsubstantiated After Investigation, or Not Acted Upon Pursuant to Section 158 of the CSPA:

In Q1, 2025, 11 conduct complaint investigations were concluded as unsubstantiated compared to 10 in Q1, 2024. These numbers can include case closures carried over from the previous quarter/year.

In Q1, 2025, 0 conduct complaints were classified by the LECA as frivolous, vexatious, or made in bad faith and was screened out. This compares to 1 complaint screened out in this manner in Q1, 2024.

In Q1, 2025, 0 conduct complaints were classified as being more than 6 months old and screened out. This compares to 0 screened out in this manner in Q1, 2024.

In Q1, 2025, 32 conduct complaints were screened out by the LECA for a variety of other reasons, including no misconduct alleged in the complaint, referral to the applicable court to dispute a charge, or an investigation was deemed not to be in the public interest by the LECA. This compares to 18 complaints screened out in this manner during Q1, 2024.

Number of Hearings and Findings from the Hearings Held Pursuant to Sections 201 and 202 of the CSPA:

In Q1, 2025, there were 0 hearings conducted under the CSPA. For comparison, there were 0 disciplinary hearings conducted under the Police Services Act in Q1, 2024.

Number of Complaints Dealt with Informally Pursuant to Section 169 of the CSPA:

In Q1, 2025, there was 1 conduct complaint resulting in an informal resolution before the completion of an investigation, compared to 0 complaints in Q1, 2024.

Number of Complaints Resolved or Dealt with Pursuant to Section 215:

In Q1, 2025, there were 0 complaints dealt with pursuant to Section 215. There is no comparative to previous years as this was a newly implemented process.

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Summary of Penalties Imposed Pursuant to Sections 200, 201, and 202 of the CSPA:

In Q1, 2025, there were 0 penalties imposed pursuant to these sections of the CSPA. There is no comparative to previous years as this was a newly implemented process.

Number of Outstanding Complaints at the End of Reporting Period:

There were 21 conduct complaint investigations opened at the conclusion of Q1, 2025, compared to 21 opened for investigation at the conclusion of Q1, 2024.

Time to Complete:

It took an average of 78 days to conclude a conduct complaint investigation in Q1, 2025, compared to 125 days in Q1, 2024.

**Alternatives Reviewed**

Not applicable.

**Relationship to Police Service/Board Strategic Priorities**

Not applicable.

**Relevant Policy Considerations**

This report is submitted to provide the Board with the necessary and required information pursuant to By-Law 434-2024 - Administration of the Public Complaints System Regarding Conduct of Police Officers, and in compliance with Provincial Adequacy Standards Regulations.

**Other Pertinent Reports**

Not applicable.

*This report was prepared and reviewed by Lynda Hughes, Inspector, Professional Standards Unit. Reviewed by Paul Koscinski, Superintendent, Executive Services. Recommended by Luigi Greco, Deputy Chief, Support Services.*



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**Submitted by:**

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Chief of Police

**Appendices**

Not applicable.