



## **PUBLIC COMMENDATION**

If you catch one of our officers doing something right, please let us know. We invite and appreciate your written comments.

## **PUBLIC COMPLAINTS**

The Ontario Civilian Commission on Police Services (OCCPS) is an independent, civilian, quasi-judicial agency that reports to the Solicitor General and Ministry of Correctional Services. It is responsible for ensuring the adequacy and effectiveness of police services. Ultimately chiefs of police, members of police services and police services boards are accountable to the public through OCCPS.

In 1997, the mandate of OCCPS was expanded to oversee a restructured and streamlined system for the handling of public complaints about police policies, services or officer conduct. The new system is noted for its simplicity, transparency and the right of complainants to request OCCPS review of local decisions about police conduct.

### **Defining a Complaint**

There are two kinds of complaints.

#### **They relate to:**

- The policies of, or services provided by; a police service; or
- The conduct of a police officer

### **Making a complaint**

Only the person directly affected by the incident may make a complaint. A complaint must be in writing and must be signed by the person making the complaint. You may write your complaint in a letter or you may use a standard form which you can obtain from any police station or from the office of the Ontario Civilian Commission on Police Services in Toronto.