

# OIPRD

OFFICE OF THE INDEPENDENT  
POLICE REVIEW DIRECTOR



## talk to us

how to request a review



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## what is the office of the independent police review director?

The Office of the Independent Police Review Director (OIPRD) is an arms-length agency of the Ontario Ministry of the Attorney General, staffed entirely by civilians. This means our decisions are independent, and we are separate from the government, the police and the community.

The OIPRD provides an objective, impartial office to accept, process and oversee the investigation of public complaints against Ontario's police. In some cases the OIPRD will also investigate a complaint.

Our goal is to provide a fair, independent, transparent, accessible and effective oversight system that will build confidence and trust in the public complaints process.

## OIPRD reviews

If you have made a conduct complaint against the police and disagree with the way it has been handled, you may be able to request a review by the OIPRD.

You have **30 days** from the day you were notified of the decision to request a review by the OIPRD if:

- The Chief of Police/Commissioner of the OPP has determined your complaint is unsubstantiated (there may not be enough evidence)
- The Chief of Police/Commissioner of the OPP has determined your complaint is not of a serious nature.

You may not appeal a classification by the OIPRD or the results of an OIPRD investigation.

### how can I request a review?

If you decide you would like to request an OIPRD review of your conduct complaint, you need to complete a **Request for Review form**.



You can get a copy of the form in a number of ways:

- In this brochure
- Download a PDF of the **Request for Review form** on our website at [www.oiprd.on.ca](http://www.oiprd.on.ca)
- You can contact the OIPRD and ask us to send you a copy of the **Request for Review form**

Please fill in the entire form and make sure you attach any reasons or evidence that support your request for a review. Please remember to include your complaint number and sign the form.

### how will the OIPRD handle my review?

Once your completed review form has been received, the OIPRD will send you a letter to tell you we received your request.

The OIPRD will also contact the police to tell them you have requested a review and give them a copy of the form. We will ask the police to send us the file of your complaint.

Once we have received your file from the police, we will assess your case and make a decision about it.



If we agree with you, the OIPRD will give instructions to the Chief of Police/Commissioner of the OPP about your complaint. The police must follow these instructions. We will tell you about our decision and what happens next.

If the OIPRD agrees with the Chief/Commissioner's decision, we will tell you why we made that decision. The OIPRD is an independent organization and our decision is final.

### **what if I need more assistance?**

If you are not sure what to do about your complaint, you can contact an organization which offers help. Many community organizations and legal clinics can offer you assistance with your complaint. Please visit our Useful Links page on our website for a list of clinics and community groups in your area.

### **what if I didn't file a complaint with the OIPRD?**

If you went to the police with your complaint directly (Local Resolution) and did not file a complaint with the OIPRD, the OIPRD review process does not apply.

For a Local Resolution to be successful, the police must follow the resolution both parties agreed to. If they do not, you can file your complaint with the OIPRD. You should have documentation showing that the agreement was not followed and provide a copy to the OIPRD. The police must provide the complainant and the OIPRD with a copy of all the Local Resolution forms and provide confirmation that the resolution has taken place.

You may file the same complaint with the OIPRD if:

- The police did not follow through with the agreed resolution
- The police did not explain to you that you must agree to a Local Resolution and proceeded without your consent
- The police did not tell you that you may file your complaint with the OIPRD
- You were misled, intimidated or coerced into the process.

In this case you must use the OIPRD complaint form.



### other reviews

The Chief of Police/Commissioner of the OPP is responsible for discipline and disciplinary hearings on conduct complaints. The Chief of Police/Commissioner of the OPP is also responsible for decisions about policy or service complaints.

Police services boards are responsible for reviews on policies and services. Each municipality in Ontario has a police services board that is part of your local government listing.

The OIPRD does not deal with discipline, disciplinary hearings or appeals on policy and service complaints.

You may appeal the result of a disciplinary hearing by the Chief of Police/Commissioner of the OPP to the Ontario Civilian Police Commission (OCPC). For more information on the OCPC and disciplinary hearing appeals, please visit [www.ocpc.ca](http://www.ocpc.ca).

You may request a review by the local police services board if you do not agree with the Chief of Police/Commissioner of the OPP's decision about a policy or service complaint. Your local police services board can be found on your municipal website or by contacting your municipal councillor.





# request for review of a public complaint against the police

*Please be advised that a public complaint that has been classified or investigated by the Office of the Independent Police Review Director is final and will not be reviewed. You have 30 days from the date you were notified by the Chief of Police/Commissioner of the OPP to request a review.*

## PLEASE COMPLETE THE FOLLOWING IN BLOCK LETTERS

Please complete the entire form. Remember to include the complaint number assigned to your case and sign the completed form.

Title (e.g., Mr.)

Given name

Family name

Complaint no.

Street address

City

Province

Postal Code

## SIGNATURE OF COMPLAINANT

I filed a complaint against the police and received notification from the Chief of Police/Commissioner of the OPP about my complaint on (date of notification)

d d m m y y y y  
| | | | | | | |

I do not agree with the decision about my complaint and would like the decision reviewed.

\_\_\_\_\_

Signature

d d m m y y y y  
| | | | | | | |

Date

## REASON FOR REVIEW

Please indicate below (check ONE box) the reason why you wish to have your complaint reviewed.

- The police have determined my complaint is unsubstantiated.
- The police have determined my complaint is not of a serious nature.

***Please attach any reasons or evidence that support your request for a review.***

### you may also contact the OIPRD using the following:

Office of the Independent Police Review Director  
655 Bay Street, 10th Floor  
Toronto, ON M7A 2T4

Toll-free phone: **1-877-411-4773**

Local phone: **416-246-7071**

TTY: **1-877-414-4773**

Toll-free fax: **1-877-415-4773**

Local fax: **416-327-8332**

Website: **www.oiprd.on.ca**

Do you have questions? Visit the frequently asked questions (FAQ) page on our website or contact us at: **OIPRD@ontario.ca**

To assist us in serving you better, please indicate what your inquiry is about.

All complaints must be filed on the OIPRD complaint form.

## office of the independent police review director contact details

### **to contact us by mail or visit in person:**

Office of the Independent Police Review Director  
655 Bay Street  
10th Floor  
Toronto, Ontario  
M7A 2T4

### **To assist us in serving you better, if you are sending mail to the OIPRD please put attention to one of the following:**

- Complaints
- Reviews
- Local Resolution
- Case Management
- Investigations
- Outreach and Education
- General Inquiry
- Freedom of Information Request
- Media Relations.

For more information on the OIPRD please visit: [www.oiprd.on.ca](http://www.oiprd.on.ca)

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