

# OIPRD

OFFICE OF THE INDEPENDENT  
POLICE REVIEW DIRECTOR



## talk to us

dealing with your complaint  
by local resolution



## table of contents

what is the office of the independent police review director? . . . . .	3
what is local resolution? . . . . .	3
why does the OIPRD recommend local resolution? . . . . .	3
what can be resolved locally? . . . . .	4
how does local resolution work? . . . . .	4
what do I need to do? . . . . .	4
agreeing to local resolution . . . . .	5
possible outcomes to a local resolution . . . . .	5
what happens if the police do not follow the process agreed to in the local resolution? . . . . .	5
office of the independent police review director contact details . . . . .	6
local resolution form . . . . .	7



## 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 from the Ontario government, the police and the community.

The OIPRD provides an objective, impartial office to accept, process and oversee the investigation of public complaints against the police. In some cases we 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 system.

## what is local resolution?

Local Resolution involves complaints that are not part of the public complaints system and are called Local Complaints.

Local Resolution is when you choose to go directly to the police service in question with your complaint and come to an agreement about how to resolve your complaint.

The complaint may be dealt with at the police station by an officer in authority who is designated by the Chief of Police. Local Resolution requires the police to solve, explain, clear up or settle a complaint directly with you. Where a matter has been resolved by Local Resolution it is not considered to be a complaint. You must be told about the OIPRD and agree to participate in Local Resolution instead of filing a complaint with the OIPRD.

## why does the OIPRD recommend local resolution?

The OIPRD believes that Local Resolution can be an effective way to resolve many complaints. For less serious complaints, Local Resolution offers an opportunity to open the lines of communication between you and the police, potentially benefiting both parties.

The OIPRD has a mandate to improve community/police relations. Local Resolution is a way to build an understanding of community perceptions of police, while allowing the police to explain police policies and procedures to the community.

### what can be resolved locally?

Some complaints are too serious to be resolved locally. There are guidelines to determine if a complaint is suitable for Local Resolution.

In order for a complaint to qualify for Local Resolution it must be resolvable within 30 days of the initial complaint. If the complaint is too complex to resolve in 30 days, the police must forward the complaint to the OIPRD.

If the police determine the complaint is not suitable for Local Resolution, it will be forwarded to the OIPRD for processing.

### how does local resolution work?

Once you have made a complaint at the police station, the delegated officer in charge will offer:

- An immediate solution agreeable to you and the officer the complaint is about
- To invite you in at another mutually agreeable time for a meeting
- To contact you by phone after looking into the complaint to discuss a resolution.

### what do I need to do?

You will need to:

- Provide your full name, address, phone number and date of birth
- Tell the police what happened
- Say what you feel would be an appropriate resolution
- Agree to the final resolution and sign a form indicating the complaint has been resolved in a satisfactory manner.

Local Resolution is not about assigning blame, or officers being disciplined. It is about learning from what happened and improving community/police relations. A Local Resolution may not result in a disciplinary hearing.

The police are required to:

- Listen to the complaint
- Explain what action can be taken
- Explain what cannot be done so that you understand the limitations
- Confirm the process with you, tell you who will deal with the complaint and what the resolution will be
- Send the OIPRD a completed and signed Local Resolution agreement form and a completed and signed Local Resolution complaint summary
- Provide you with copies of all forms

- Provide a letter concluding the Local Resolution and explaining what has been done.

## agreeing to local resolution

A complaint can only be dealt with by Local Resolution if you and the officer the complaint is about agree. You cannot be forced to use Local Resolution and should not feel under pressure to agree to have the complaint dealt with this way.

Before agreeing to Local Resolution, you should understand fully what will and will not happen in response to your complaint. You must be told about the right to complain to the OIPRD and what must occur for the complaint to be considered resolved.

## possible outcomes to a local resolution

Some of the possible outcomes of a Local Resolution might include:

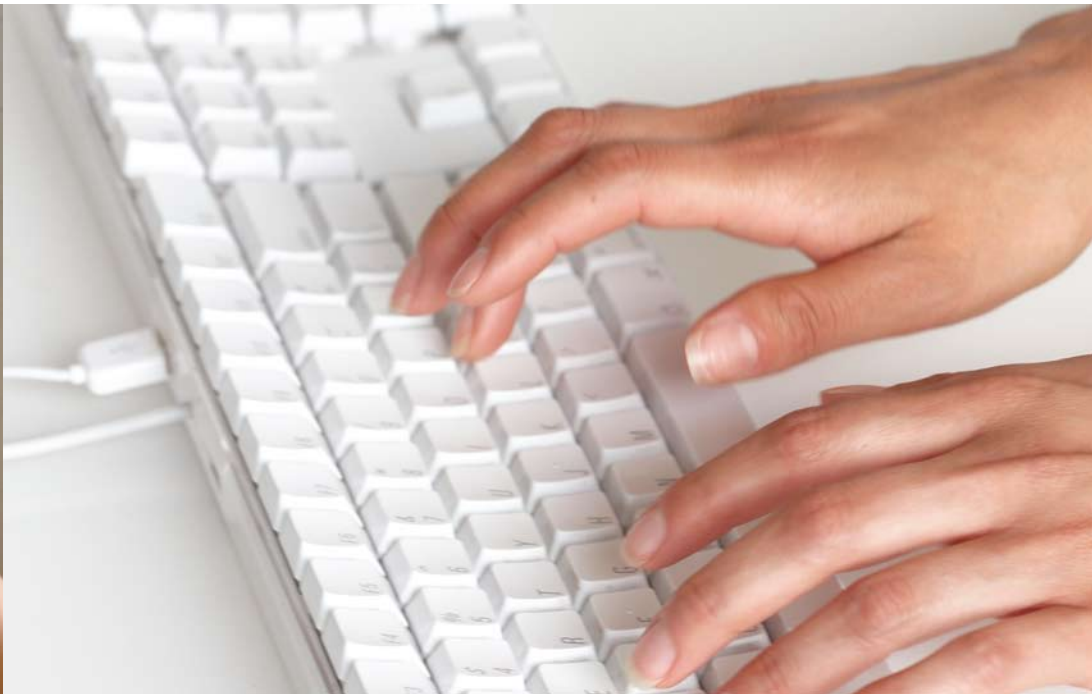
- Providing you with information or an explanation to clear up a misunderstanding
- Learning from the complaint, acceptance that something could have been handled better, and explaining what has been done to prevent the same thing from happening again
- Arrange action from a manager to change behaviours (training, etc.)
- An apology from the officer(s), if the officer(s) agree to this resolution.

## what happens if the police do not follow the process agreed to in the local resolution?

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

A complainant may file the same Local Resolution complaint with the OIPRD if:

- The police did not follow through with the agreed resolution
- The police did not explain 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.



## 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.

You may also contact the OIPRD using the following:

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](http://www.oiprd.on.ca)**

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



## local resolution agreement

I acknowledge I have been informed of the Office of the Independent Police Review Director (OIPRD), a civilian police oversight agency. I understand that I have the right to complain to the OIPRD about the service and policies of any municipal, regional or provincial police service in Ontario, and that I may complain to the OIPRD about the conduct of any municipal, regional or provincial police officer.

I **do not** wish to complain to the OIPRD, and have settled my complaint directly with the police service involved (Local Resolution). The OIPRD will receive a summary from the police of my complaint and the resolution, including my name, birth date and contact information, and this information will be recorded. I understand that I **cannot complain** about this matter to the OIPRD.

I am satisfied with the resolution of my complaint, and I understand that the file is now closed.

Please sign below to indicate you have read and understand this agreement.

### COMPLAINANT ACKNOWLEDGEMENT

Name of complainant (please print)

\_\_\_\_\_

Title (e.g., Mr.)

\_\_\_\_\_

Given name

\_\_\_\_\_

Family name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

### RESPONDENT OFFICER ACKNOWLEDGEMENT

I am in agreement with the resolution, and I understand the file is now closed.

\_\_\_\_\_

Name of respondent officer (please print)

\_\_\_\_\_

Signature of respondent officer

\_\_\_\_\_

Badge number of respondent officer



## local resolution complaint summary

Every section of this form must be completed by the officer in charge of the Local Resolution and sent to the OIPRD along with the signed Local Resolution Agreement form. If the OIPRD does not receive a completed copy of both forms within seven days of the resolution, the complaint will not be considered resolved.

Please print the following information in BLOCK LETTERS

### COMPLAINANT

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title (e.g., Mr.)	Date of birth								<input type="text"/>
<input type="text"/>									
Given name									
<input type="text"/>									
Family name									
<input type="text"/>									
Telephone									
<input type="text"/>									
Address									
<input type="text"/>									
Address									
<input type="text"/>									

### SUMMARY OF COMPLAINT

Please describe the circumstances that led to the complaint. Please include details of:

- Who was involved - include the full name and badge number of officer(s)
- What was said and done
- Any other people who witnessed the incident
- If there was any damage or injury.

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

### SUMMARY OF RESOLUTION

Please provide a summary of how the complaint was resolved, including the date the resolution was completed.

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Name of Officer in Charge as designated by the Chief

Badge number of Officer in Charge

Signature of Officer in Charge

Date