DISCLAIMER: In accordance with the *Community Safety and Policing Act* and the *Freedom of Information and Protection of Privacy Act*, the summary below has been de-identified to remove the personal information of individuals, including public complainants and persons who were the subject of the investigation.

DE-IDENTIFIED SUMMARY UNDER SECTION 167(2) OF THE CSPA

Original Police Service: Date of Complaint: 03/14/2025

Type of Investigation:

Referred to Same Service: ◉ Referred to Other Service: ○ Retained by LECA: ○

Service Investigations Referred to:

De-identified Summary of Complaint
The Complainant called the police to report a dispute with her roommate. The Complainant alleges the police removed her from the apartment with force, threatened and intimidated her, and left her in the police car for over 30 minutes. She further alleges that officers refused to loosen her handcuffs and did not let her speak to her lawyer.

Unsubstantiated Code of Conduct Allegations

Interactions with the Public – Unnecessary or Excessive use of Force - Section 11(1)(a)
Interactions with the Public – Undermine Public Trust - Section 10(1)
Performance of Duties – Neglect of Duty - Section 19

Decision and Reasons

Interactions with the Public – Unnecessary or Excessive use of Force - Section 11(1)(a)

Officers responded to an Unwanted Guest radio call where the Complainant was alleging that her roommate would not let her in the apartment; the Complainant wanted her roommate removed from the premise. Investigation revealed that the Complainant did not in fact live in the apartment, she was subletting it to a woman and her two children. Officers had grounds to arrest the Complainant for being in the apartment illegally. The Complainant refused to get off the floor when officers directed her to stand up. The officers pulled the Complainant up from sitting to a standing position so they could handcuff her.

- The investigator reviewed the officers' occurrence report, Body Worn Camera's and memo book notes. It was observed that the Complainant refused to stand up, Officers' used minimal force to pull the Complainant up to a standing position. The Investigator reviewed section 25(1) of the Criminal Code, the incident Response & Equipment Procedure, Ontario Public-Police Interactions Training Aid.

The investigator concluded that the minimal force that the officers used was justified.

Interactions with the Public – Undermine Public Trust - Section 10(1)

The Complainant alleges that the officers intimidated and threatened her and placed her in a police car for over 30 minutes.

- The investigator reviewed the officers' Body Worn Camera's and In Car Camera Footage. It was observed that the officers were professional in their interaction with the Complainant. At no time did they threaten or intimidate the Complainant. The Complainant was in the police vehicle for over 30 minutes while officers concluded their investigation. An officer was in the car with her the entire time.

The Investigator concluded that the officer's conducted themselves accordingly while dealing with the Complainant.

Performance of Duties – Neglect of Duty - Section 19

The Complainant alleged that the officers did not loosen her handcuffs when she expressed they were hurting her. She also alleges that officers would not let her speak to her lawyer.

-The Investigator reviewed the officers' Body Worn Camera's and In Car Camera; it was observed that the Complainant complained twice that the handcuffs were tight and hurting her. It was observed that both time the officers immediately adjusted the handcuffs for her. The second time they moved the handcuffs to the front for her so she would be more comfortable.
While the Complainant was in the rear of the police vehicle, officers tried to locate the number for her lawyer. Officers could not find it so they called Duty Counsel for her and left a voicemail for them to call back. The Complainant was released from custody unconditionally prior to Duty Counsel calling back.

The Investigator concluded that the officers were not neglectful in their duty. They adjusted the Complainant's handcuffs immediately once she complained and called Duty Counsel for her while on scene without delay.