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: 02/10/2025

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 has alleged that the wait time for police to attend his call for service was excessive. He has further alleged that the Respondent Officers refused to provide him with medical assistance in a timely manner and that they failed to conduct a thorough at-scene investigation.

Unsubstantiated Code of Conduct Allegations

Allegation #1: Interactions with the Public, Section 10(1) A police officer shall not conduct themselves in a manner that undermines, or is likely to undermine, public trust in policing.

• It is alleged that the Respondent Officers' response time was unacceptable and that they did not conduct a thorough at-scene investigation.

Respondent Officer 1 (RO1)
Respondent Officer 2 (RO2)

Decision and Reasons

Based on all of the evidence available to the Investigator, the Respondent Officers acted within all legislative authorities and [Police Service] procedures. Once dispatched, they attended the Complainant ' s call for service in a reasonable amount of time and upon becoming aware of his injuries, immediately requested an ambulance to attend their location. They patiently attempted to gather the details of the incident from the Complainant with constant professionalism as per their BWC ' s and the statement of WO1, despite his unacceptable behaviour. There was no evidence to support that the ROs were discriminatory or treated the Complainant iifferently or inhumanely. They documented all of the information in a robbery occurrence which was assigned to an investigator.