

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: [REDACTED]

Date of Complaint: [REDACTED]

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 [REDACTED] Police to get badge numbers of the officers operating police vehicles that were involved in some interaction involving the Complainant's friend. The Officer refused to provide the officers badge numbers and also refused the Complainant the right to speak to a supervisor. The Officer was rude, disrespecting and used some insulting language.

Unsubstantiated Code of Conduct Allegations

- 1) Insulting Language
- 2) Neglects to do Duty

Decision and Reasons

Insulting Language

- 1) The Respondent Officer stated in his memorandum that he does not recall calling the Complainant an ass.
- 2) The Complainant is adamant that the RO called him an ass however could not provide the recording of their conversation and his sister refused to provide the Complainant or the Investigator with the recording.
- 3) The phone lines at the front desk at the divisions are not audio recorded and therefore the Investigator can not corroborate either way.

Neglects to do Duty

- 4) The Complainant was forthwith that he was not present during the interaction with the police officers in the vehicles. He advised he was just trying to help a friend out. The Complainant admitted that he refused to provide his name or any of the specifics regarding the incident. He also admitted that he was rude as well to the RO.
- 5) The RO attempted to ascertain specifics facts regarding the situation prior to forwarding the Complainant onto his supervisor. The Investigator finds it is not unreasonable for an officer to seek a caller's particulars prior to forwarding a call to his supervisor, as this is a standard practice in the service industry.
- 6) After the Complainant hung up on the RO, the RO believed this to be suspicious and called the Complainant back to ensure there was no danger to any officer at [REDACTED] and to illicit any information on the nature of his request. The Complainant continued to be not forthcoming with any information.