

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: 03/13/2025

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 stated that the Respondent Officer used foul language and was rude to him while he was reporting as required to the Bail and Parole Enforcement Unit.

Unsubstantiated Code of Conduct Allegations

Incivility - Section 12

Decision and Reasons

The Investigator has determined that in this particular interaction the Complainant perceived the CM's to not meet his expectations customer service wise, and the RO perceived the situation to require verbal communication using the directive approach as defined by the training aid.

The Investigator has determined that the participants in this interaction (Complainant vs RO and CM's) had a different perception of the interaction seeing the situation through their personal lens. The Investigator has determined, in consultation with the Complainant, using the reasonably prudent principle that this interaction does not rise to the level of misconduct as intended in the spirit of the Act. The Investigator has determined that the Complainant did call the RO an asshole and in response the RO said that the Complainant was being the asshole. The Investigator has determined that this interaction is unfortunate on both sides of the interaction and best dealt with due care and diligence in a customer service resolution style format as completed by the Investigator.

The Investigator assured the Complainant that, just like in this incident, he would be treated fairly in all incidents (if any) in the future. The Investigator advised the Complainant that if in the future he felt mistreated or targeted in any way by the [REDACTED] Police, he is to notify the Investigator who will immediately commence an investigation and report back to him.

This investigation has revealed the Respondent Officer was in the lawful performance of his duties and acted in accordance with all governing authorities given the spirit of the Act in which it was written.

Based on the available information, the Investigator has concluded that there is insufficient evidence to establish reasonable grounds that misconduct has occurred.

Therefore, the allegation is unsubstantiated.