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:

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 alleges that he approached two Special Constables to inquire if Toronto Police had blocked both directions on (redacted), due to a traffic accident. The Complainant was not happy with the response the Special Constables gave him.

The Complainant called(REDACTED) to complain about the Officers; he left a message for RO1 to call him back. The Complainant did not receive a message back from RO1.

Unsubstantiated Code of Conduct Allegations

Neglect of Duty - Section 19

Decision and Reasons

(1) Neglect of Duty

On October 29, 2025, Special Constables were detailed to a traffic point, to assist with blocking northbound traffic on (REDACTED) due to a personal injury collision. The Complainant approached the Special Constables to inquire whether the TTC buses were running along (REDACTED). The Special Constables did not know, and directed the Complainant to go up the street to check. The Complainant did not like the answer that was given to him, he called the police station to complain and left a message for the RO to call him back. It is unknown who took the message from the Complainant. The RO was the lone road Sergeant working on the road and never received a message to call the Complainant.

The investigator reviewed the radio call details, Special Constables notes and the RO's notes.

The investigator concluded that the RO never received a message to call the Complainant. Therefore no misconduct has occurred.