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: 12/08/2025

Type of Investigation:

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

Service Investigations Referred to:

De-identified Summary of Complaint

Complainant contacted police to report CW#1 as a missing person.

Police entered into a missing person investigation and quickly determined that CW#1 was not missing as defined by the act, but instead choose to withdraw from any contact with the complainant by turning off their cell phone and refusing to provide their location to the complainant.

The complainant believes that the police failed to conduct a proper investigation.

The complainant repeatedly contacted the police Communications Unit attempting to report CW#1 as missing, resulting in a police member speaking with the complainant to confirm that CW#1 was not a 'missing person' and was intentionally avoiding contact with the complainant.

The complainant was not satisfied with this outcome and was cautioned that if further calls were made to police attempting to report CW#1 as missing, the potential for public mischief could be considered.

CW#1 was spoken to by police in person a few days later and police and confirmed that they did turned their phone off to avoid any communication with the complainant.

Unsubstantiated Code of Conduct Allegations

19 neglects to do duty
27 comply with procedures

Decision and Reasons

The officers entered into a missing person (CW#1)investigation but evidence quickly surfaced that CW#1 purposely turned off their phone to avoide contact with the complainant.

The complainant did not agree with this investigative outcome, but the Missing Person Act directly speaks to adults who choose to disconnect from family, friends or caregivers.

CW#1 has not health issues that would cause police concerns and when spoken to, there were no issues related to mental health.

Despite the complainants concerns that CW#1 was at risk of a relapse, police had not authority to provide CW#1's whereabouts or engage any 'enforcement' action.