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: 06/29/2026

Type of Investigation:

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

Service Investigations Referred to:

De-identified Summary of Complaint
During June of 2026, a complaint was filed involving police pertaining to how they were treated by officers. The complainant alleged that when police responded to a call for service they did not believe her daughter ’ s reports that her husband had harmed her before and intended to harm her with the hammer that day. During the interaction, it was alleged the officers also told the complainant, a spokesperson for her daughter, not to talk more than once. The complainant states the officers said they would talk to the husband and let them know what would happen. The officers never called them back. It was also alleged that when the complainant called police they made a comment that he heard her daughter “ was messy ” and that, as far as they were concerned, her daughter ’ s disability did not seem that bad and that officers blew her off and yelled at her.

Unsubstantiated Code of Conduct Allegations

Section 19- Neglect of duty
A police officer shall not, by act or omission, fail to perform their duties appropriately without lawful excuse if, at the time, they know or reasonably ought to know that their act or omission would amount to a failure to perform their duties appropriately.

Section 10 - Conduct that Undermines Public Trust
A police officer shall not conduct themselves in a manner that undermines, or is likely to undermine, public trust in policing.

Decision and Reasons

Throughout this investigation police reports, compelled officer duty reports, body worn camera footage, audio statements, communication logs and recordings of phone conversations were reviewed. The complainant alleged that officers failed to perform their duties and that officers conducted themselves in a manner that undermined public trust. Based on a review and analysis of the information, the PSB investigation has concluded that there was not clear and convincing evidence to support the allegations.