



## What if I have trouble completing the complaint form?

If you are a person with a disability as defined by the Accessibility for Ontarians with Disabilities Act (AODA) and require accommodation to access OIPRD services, please contact our office.

The OIPRD does not advocate for the police or the public, so we cannot provide advice on your complaint. Many community organizations and some legal clinics may offer assistance with your complaint. Please visit our website for a list of clinics and community groups in your area.

## What if English or French is not my first language?

The OIPRD provides services in English and French. This brochure is also available in Chinese, Hindi, Punjabi, Russian, Tagalog, Tamil, Ukrainian and Urdu.

If you require the assistance of a translator to file a complaint or to correspond with the OIPRD, you must arrange for one yourself. Visit our website for a list of translation services.

## Is there a time limit on when I can file my complaint?

A complaint should be filed within six months of the incident the complaint is about. The Director may extend the deadline considering whether the complainant is a minor, has a disability, was subject to criminal proceedings in respect to the incident or whether it is in the public interest for the complaint to be dealt with.

## Do I need a lawyer to file a complaint?

No, you do not need a lawyer or any other type of representative to file a complaint, but you may ask someone to assist you.

## Can I file an anonymous complaint?

No, anonymous complaints will not be accepted. To provide a fair and transparent process, complainants must identify themselves and sign the OIPRD form when submitting a complaint.

## Talk to us





## The Office of the Independent Police Review Director (OIPRD)

The OIPRD receives, manages and oversees all public complaints about police in Ontario. We make sure that complaints are dealt with in a manner that is effective, accountable and fair to both the public and the police.

We do this by setting standards and procedures for the way public complaints are handled. Our decisions are independent and we are separate from the government, the police and the public.

The OIPRD is an arm's-length agency of the Ontario Ministry of the Attorney General, staffed entirely by civilians. Our office accepts complaints about the conduct of a police officer or the policies and services of a police department.

Where complaints require investigation, both the OIPRD and the police follow the same investigative standards and procedures to make sure there is consistency in the public complaints system throughout Ontario.

## How do I file my complaint?

The OIPRD accepts complaints about sworn police officers in Ontario including municipal and regional police services and the Ontario Provincial Police (OPP). We do not accept complaints against RCMP officers, First Nations police officers or special constables.

You can file your complaint with the OIPRD on our website, by fax, by mail or in person at our office. Complaint forms are available on the OIPRD website, at our office, at all police stations, and in some community centres, legal clinics and ServiceOntario locations.

All complaints must be on the OIPRD complaint form and signed by the person making the complaint. Complaints can be filed in English or in French. You may also file your completed OIPRD complaint form at any police station. The police service will record the complaint and forward it to the OIPRD.

Please visit our website for more detailed information on filing a complaint.

For more information on the OIPRD please visit: [www.oiprd.on.ca](http://www.oiprd.on.ca)



To contact us by mail or visit in person:

Office of the Independent Police Review Director  
655 Bay Street, 10th Floor  
Toronto, Ontario  
M7A 2T4

You may also contact the OIPRD using the following:

Toll-free phone: 1-877-411-4773  
Local phone: 416-246-7071  
TTY: 1-877-414-4773  
Toll-free fax: 1-877-415-4773  
Local fax: 416-327-8332  
Email: [OIPRD@ontario.ca](mailto:OIPRD@ontario.ca)  
Website: [www.oiprd.on.ca](http://www.oiprd.on.ca)  
Twitter: [@OIPRD\\_BDIEP](https://twitter.com/OIPRD_BDIEP)