



POLICE SERVICES BOARD REPORT

Meeting date: February 18, 2025
Department: Strathroy-Caradoc Police Services
Report No.: POL-2025-04
Submitted by: Brent Cushman – Deputy Chief of Police
Approved by: Jennifer Pereira, Board Secretary
SUBJECT: 2024 Annual Public Complaints Report

RECOMMENDATION: THAT: the Board receive report POL-2025-04 for information.

BACKGROUND

The Law Enforcement Complaints Agency (LECA) is an investigating body for formal complaints against police under the Community Safety and Policing Act, 2019.

Any member of the public may make a complaint about the police regarding, procedures of, or services provided by the Strathroy-Caradoc Police Service (SCPS), or about the conduct of a sworn member. Persons registering a complaint shall be provided with a copy of the Public Complaints Process-brochure, produced by the LECA. This provides the complainant with helpful information on how to proceed with a complaint under the public complaints process. This information is accessible at the Police Station as well as on our SCPS website.

The LECA shall determine whether a complaint is about the policies of our services provided by SCPS, or the conduct of an SCPS sworn member, or a civilian member, and shall ensure that each complaint is appropriately dealt with.

The LECA may decide not to deal with any complaint about the SCPS, an SCPS member, other than the Chief of Police or Deputy Chief of Police, that he/she considers to be frivolous, vexatious, or made in bad faith.

The LECA may decide not to deal with any complaint made by a member of the public if the complaint is made more than six (6) months after the facts on which it is based have occurred.

The LECA may decide not to deal with any complaint made by a member of the public if it is a third party complaint.

In 2024 there were three (2) public complaints received by LECA. The two (3) complaints were regarding officer conduct and zero (0) were regarding Service Policy.

In one (1) of the complaints, the LECA reviewed all of the information provided by the Complainant. After taking all the information into consideration, the LECA opted not to proceed with the complaint as it had been determined to be not in the public interest to do so. The OIPRD therefor closed this one (1) file with no investigation.

In the remaining one (1) complaint, the LECA is reviewing the information submitted by the complainant and has not yet provided SCPS with direction.

COMMENTS

Year	2021	2022	2023	2024
Total Incidents	10547	10096	10778	10260
Total Arrests	405	508	467	506
Complaints	7	8	3	2

The acquisition of Body Worn Cameras (BWC) has already demonstrated an impact on the review and investigation of public complaints. The footage provides an independent overview of the event, which does not rely on memory or perceptions. It has not only proven to be best evidence for our members in the daily investigations of criminal and provincial offences, but has also proven to be best evidence in the rare task of investigating a Public Complaint. The footage viewed in these complaints has clearly shown the professionalism our members hold themselves to when dealing with members of the public.