
NEXT UP:

LIVE AUDIENCE POLLING

Action Points for Handling Public Complaints and Misconduct Offences: Key Trends and Takeaways for Policy, Training and Complaint Management



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Overview

- Categories of Complaints
 - Management and Resolution
- Changes in Nature of Complaints
- *Police Act* Reform

Most Common Complaints?

- Audience participation – select in the Poll what complaint category has the highest percentage of most common complaints
 - Use of Force
 - Investigative Negligence
 - Legal Issues
 - Professionalism / Service Provided

Complaint Categories

Customer Service / Professionalism Related Complaints

Calgary ~52% of all complaints

Edmonton ~55% of all complaints

Investigative Negligence

Calgary ~20% of all complaints

Edmonton ~8% of all complaints

Legal Issues

Calgary ~16% of all complaints

Edmonton ~8% of all complaints

Use of Force

Calgary ~8% of all complaints

Edmonton ~11% of all complaints

Complaint Management

- Spectrum of Police Complaint Management



Dispute Resolution

- ~85% of complaints are resolved through dispute resolution
- Needs to be shift away from term “informal” resolution
- Dispute resolution
 - Timely
 - Meaningful
 - Customer oriented not process oriented

Changing Nature of Complaints

- Public expectations
- Mass complaints
 - coordinated effort
 - is professional standards the correct venue?
 - Where is the “outlet”?
- Types of complaints
 - police conduct
 - systemic racism

Police Act Reform (AB)

- Broad stakeholder engagement
 - Governance and public trust
 - Indigenous policing
 - The role of the police
- When?
 - Fall 2022

Beyond Legislative Reform

Race-based data collection

- Self-identification
- What does this mean for complaints?
- Cardinal v. Edmonton (Police Service), 2021 ABLERB 008

Distributed Responsibility Initiative

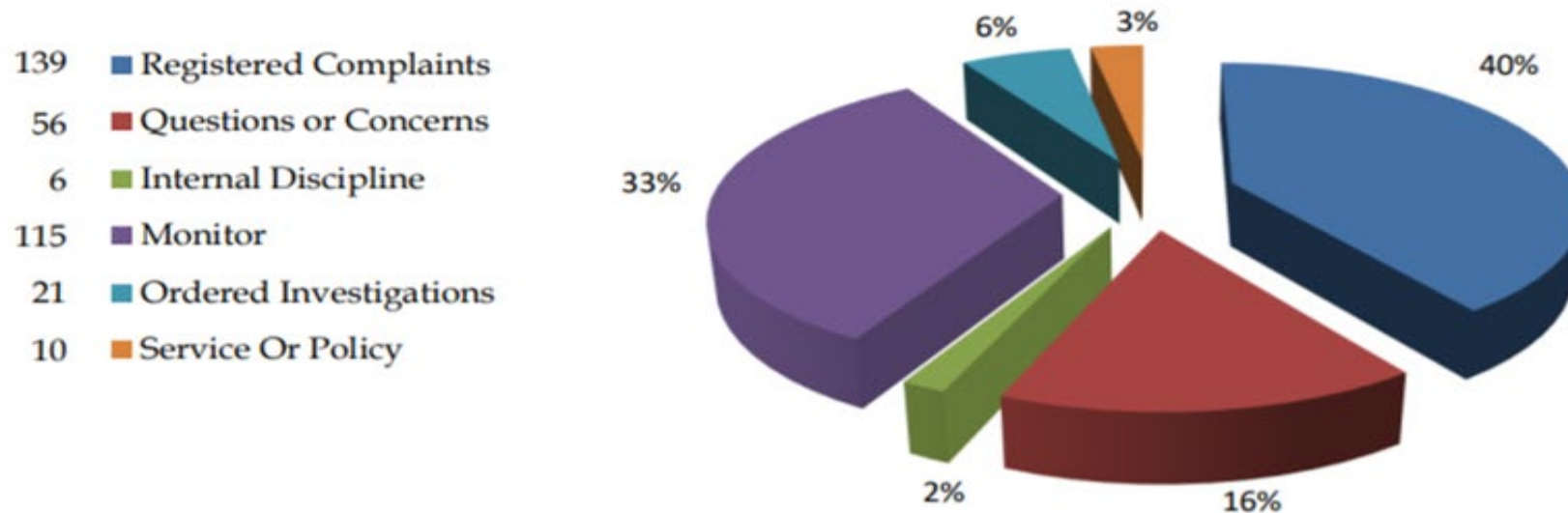
- Matters resolved at the District level

Police Act Complaints in BC

- Public Trust Complaints (Part 11, Division 3)
- Internal Discipline Matters (Part 11, Division 6)
- Service or Policy Complaints (Part 11, Division 5)

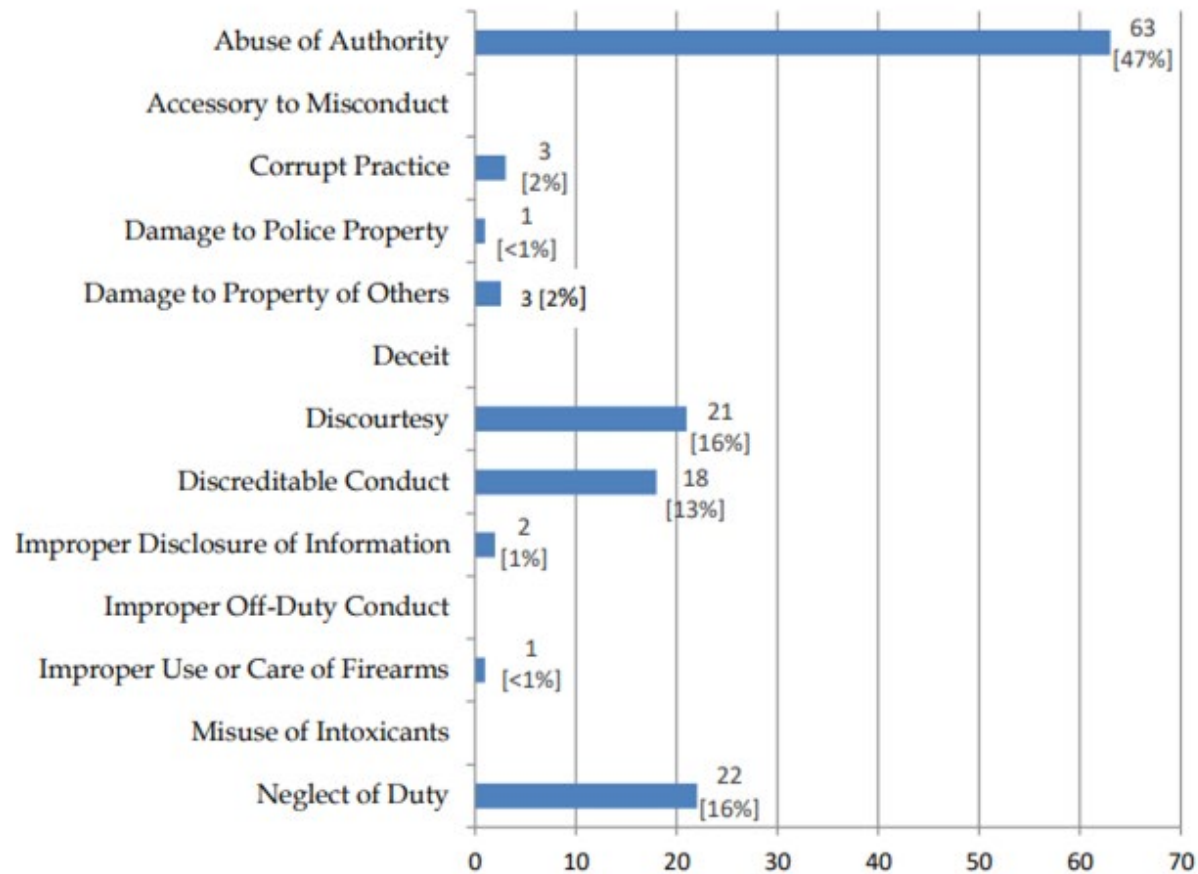
Police Act Complaints in BC

Type of files opened between April 1, 2019 and June 30, 2019



REGISTERED COMPLAINTS IN BC

Allegations Forwarded for Investigation between April 1, 2019 and June 30, 2019



Emerging Complaint Trends

- general trends in complaints
 - mental-health related complaints
 - race-based complaints
 - complaints relating to member conduct
 - on-duty
 - off-duty

Police Act Reform in BC

Special Committee on Reforming the Police Act

Tasked with inquiring into and making recommendations to the Legislative Assembly on:

- the modernization and sustainability of policing
- role of police with respect to complex social issues (i.e. mental health and wellness, addictions and harm reduction)
- scope of systemic racism in BC's police agencies
- making sure the Police Act is consistent with the United Nations Declaration of the Rights of Indigenous People

Key Takeaways

- Recognition that not all complaints should not be managed the same
- Importance of dispute resolution
- Complaints about systemic issues tend to flow from customer service complaints
- Acknowledgement of the change in community policing needs



HAVE A QUESTION?



Q&A