



INFORMATION ABOUT THE PUBLIC COMPLAINTS PROCESS

What is the Office of the Independent Police Review Director?

The Office of the Independent Police Review Director (OIPRD) is an independent arm's-length civilian agency of the Ministry of the Attorney General responsible for receiving, managing and overseeing all public complaints about police in Ontario.

Ways to Make a Complaint

Members of the public can make a complaint about police by:

- Going into a police station and having a **conversation** with an officer in charge to clear up a question or complaint
- Going into a police station and taking part in “**Local Resolution.**” This process allows the police service to explain or settle a less serious matter directly with the complainant
- Filing a **formal complaint** with the OIPRD

About the Formal Complaints Process

- Complaints can be made about the **conduct** of an officer, or the **services** or **policies** of any municipal, regional or provincial police service in Ontario.
- A complaint must be filed within six months of the incident the complaint is about. Exceptions may be made if the complainant is a minor, under a disability, charged criminally in relation to the complaint or if it is in the public interest to deal with the complaint.
- The OIPRD screens the complaint. If it is screened in, the complaint is investigated by the OIPRD, or by police service Professional Standards/Liaison officers with OIPRD oversight.

How to File a Formal Complaint

- By e-file on the OIPRD website
- Scanned to PDF and emailed to the OIPRD
- By mail, or fax to the OIPRD
- In person at the OIPRD office
- At any municipal, regional or provincial police station (*you do not have to submit your complaint at the service you are complaining about*)

Where to Find More Information

All Ontario municipal, regional and provincial police stations in Ontario should have OIPRD posters and brochures, including:

- Talk to Us general information, tri-fold brochure (10 languages)
- Dealing with Your Complaint by Local Resolution
- Step-By-Step: How to Make a Complaint Against the Police (includes a complaint form)

To contact the OIPRD:
Office of the Independent Police Review Director
655 Bay St., 10th Floor
Toronto, Ontario
M7A 2T4
www.oiprd.on.ca

Toll free phone: **1-877-411-4773**
Local Phone: **416-246-7071**
TTY: **1-877-414-4773**
Toll-free fax: **1-877-415-4773**
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