

Civilian Review and  
Complaints Commission  
for the RCMP



Commission civile d'examen  
et de traitement des plaintes  
relatives à la GRC

# Report on RCMP Public Complaints 2017-2018

---

## **All Provinces and Territories**

# REPORT ON RCMP PUBLIC COMPLAINTS

## **2017-2018**

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

## Canada-wide

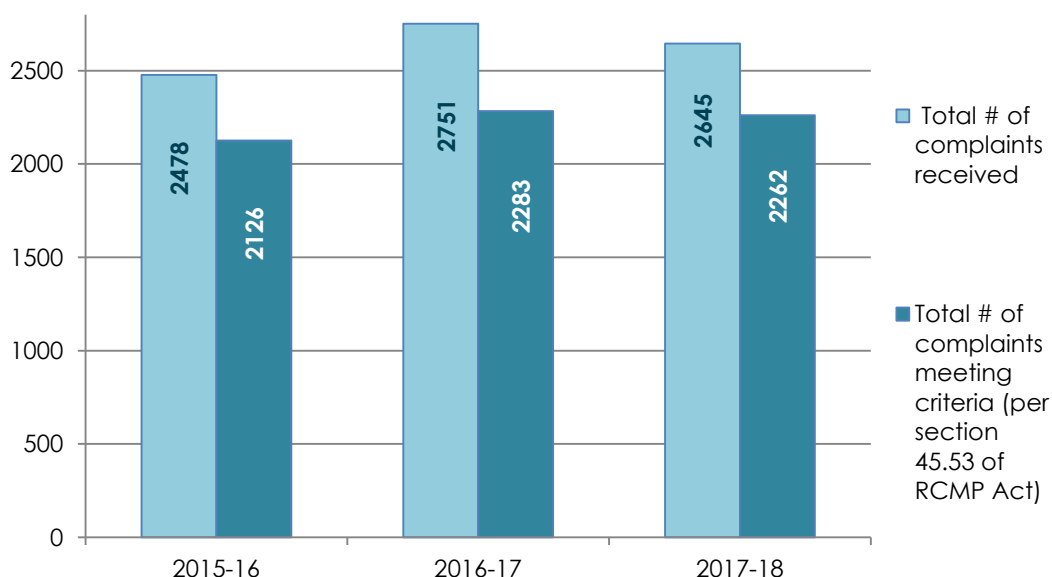
### Public Complaints Received

The Civilian Review and Complaints Commission for the RCMP accepts complaints about the on-duty conduct of RCMP members. Complaints may also be made directly with the RCMP. For more information on the Commission, please see the CRCC's 2017-18 Annual Report.

Of the **2645** public complaints lodged between April 1, 2017, and March 31, 2018, the Commission received **2326** complaints while the RCMP received **319** complaints.

While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints Canada-Wide



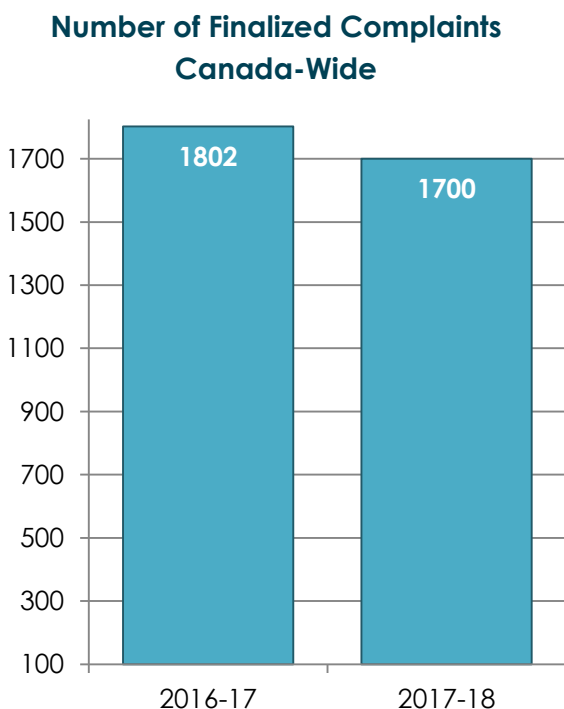
Please note: The slight variance between complaint numbers provided in the Commission's Annual Report and those provided in the Canada-wide statistics of this report can be attributed to duplication of complaints, and the fluidity of the public complaint process.

## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

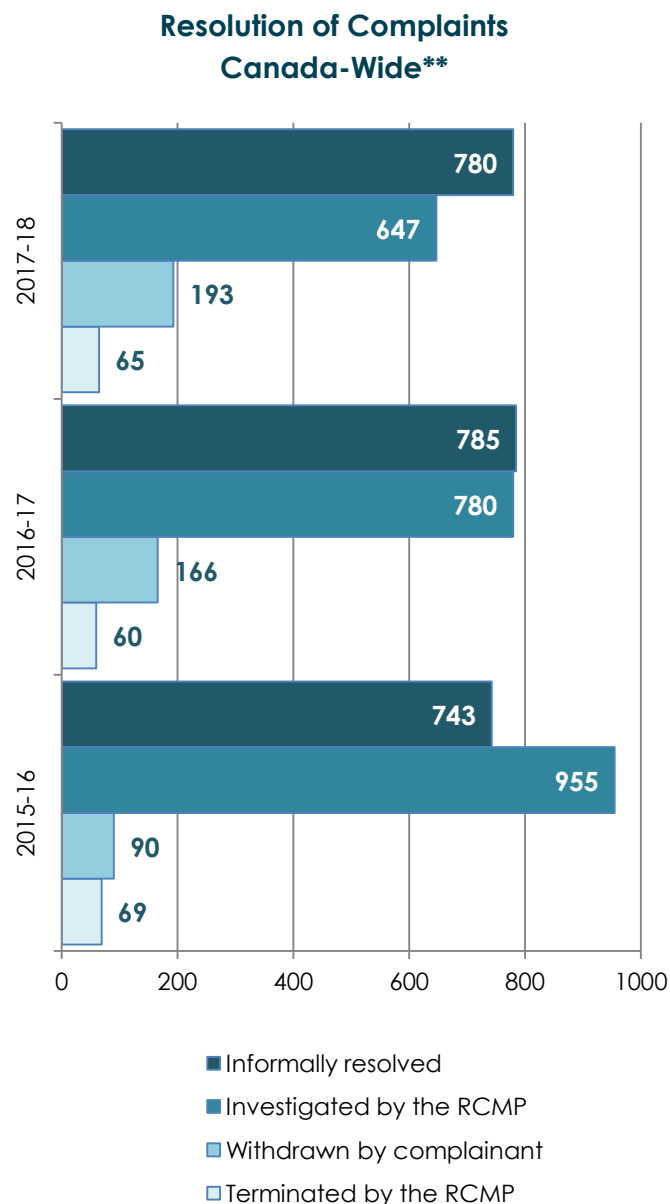
It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

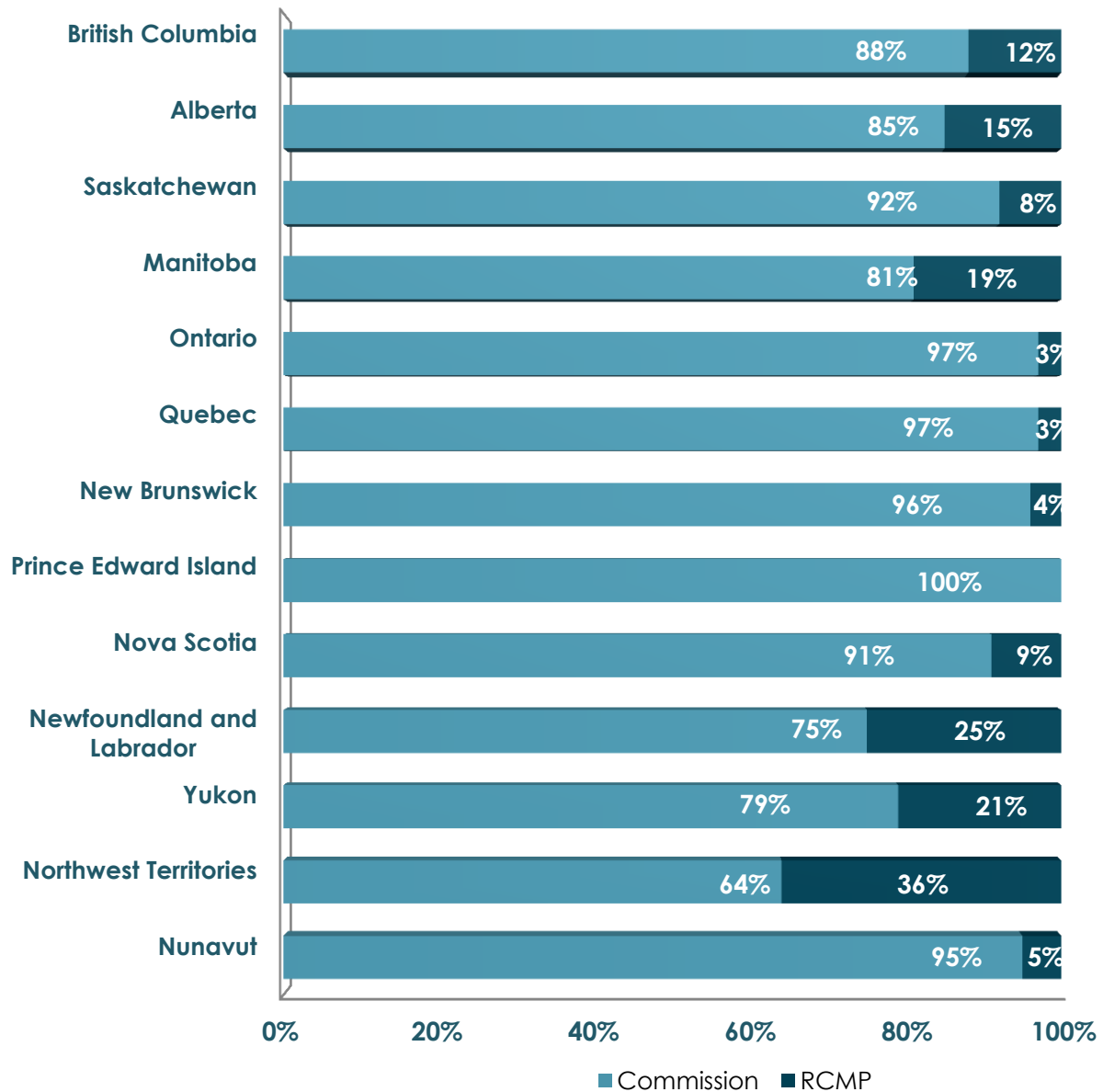


\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints Canada-Wide*.

# Complaints Lodged with the Commission vs. the RCMP

## BY PROVINCE AND TERRITORY



## Finalized Complaints & Allegations

A complaint may contain a single allegation\* or multiple allegations.

Allegations contained in public complaints are categorized during the investigation.

In 2017-18, the **1700** finalized complaint investigations contained **4173** allegations.

The top allegations Canada-wide are consistent with those from 2016-17. They were:

- Neglect of Duty;
- Improper Attitude;
- Improper Use of Force;
- Improper Arrest;
- Irregularity in Procedure.

### Top Three Allegations by Province 2017-2018

Province Territory	Allegation	Province Territory	Allegation
<b>BC</b>	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	<b>PE</b>	1. Neglect of Duty 2. Improper Arrest 3. Improper Attitude
<b>AB</b>	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	<b>NS</b>	1. Neglect of Duty 2. Improper Attitude 3. Mishandling of Property
<b>SK</b>	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	<b>NL</b>	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force
<b>MB</b>	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	<b>YT</b>	1. Neglect of Duty 2. Improper Use of Force 3. Improper Attitude
<b>ON</b>	1. Neglect of Duty 2. Irregularity in Procedure 3. Improper Attitude	<b>NT</b>	1. Improper Attitude 2. Neglect of Duty 3. Improper Arrest
<b>QC</b>	1. Irregularity - Evidence 2. Neglect of Duty 3. Improper Attitude	<b>NU</b>	1. Improper Attitude 2. Neglect of Duty 3. Improper Use of Force
<b>NB</b>	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force		

\*A list of all allegations is available in Appendix C of the Commission's Annual Report.

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

The role of the Commission is to make findings after an objective examination of the information available and to make recommendations that improve policy and performance of the RCMP and its members.

At any point during its review, The Commission may request that the RCMP investigate further.

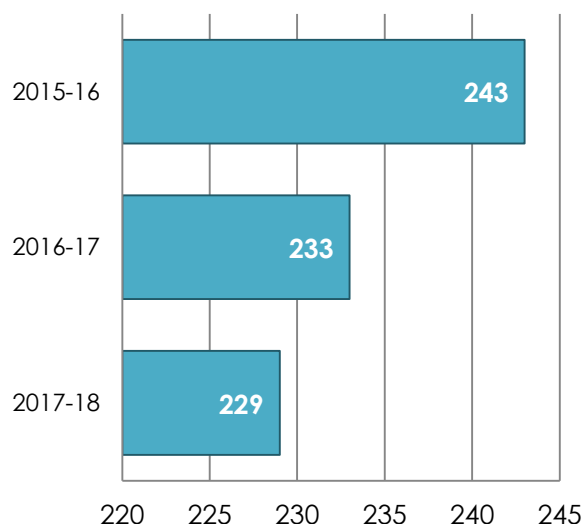
If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response** and prepares a **Final Report**.

**Number of Finalized Complaints  
Referred to Commission for Review  
Canada-wide**



**Review Reports Issued Canada-wide**

	Satisfied Reports	Interim Reports	Final Reports	Total
2015-16	137	19	12	168
2016-17	167	57	14	238
2017-18	162	59	26	247

## Chairperson-Initiated Complaints and Investigations

In addition to dealing with public complaints, if the Chairperson is satisfied that there are reasonable grounds to investigate the on-duty conduct of an RCMP member, the Chairperson can initiate a complaint and forward the complaint to the RCMP for investigation.

If the Chairperson determines that it is not in the public interest for the RCMP to investigate a public or Chairperson-initiated complaint, the Commission can conduct its own public interest investigation.

In 2017-18, the Commission initiated one Chairperson-initiated complaint and public interest investigation, along with an additional five public interest investigations, involving allegations of:

- Neglect of Duty;
- Improper Attitude; and
- Improper Use of Force.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

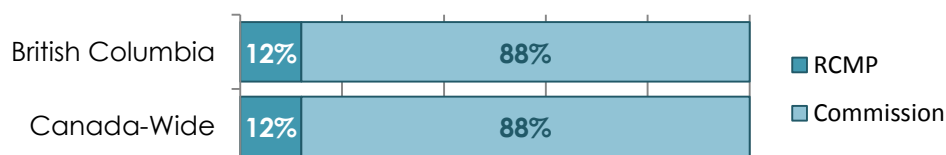
## British Columbia

- **1095** complaints lodged representing **41%** of complaints lodged Canada-wide
- **606** complaints finalized representing **36%** of complaints finalized Canada-wide

### Public Complaints Received

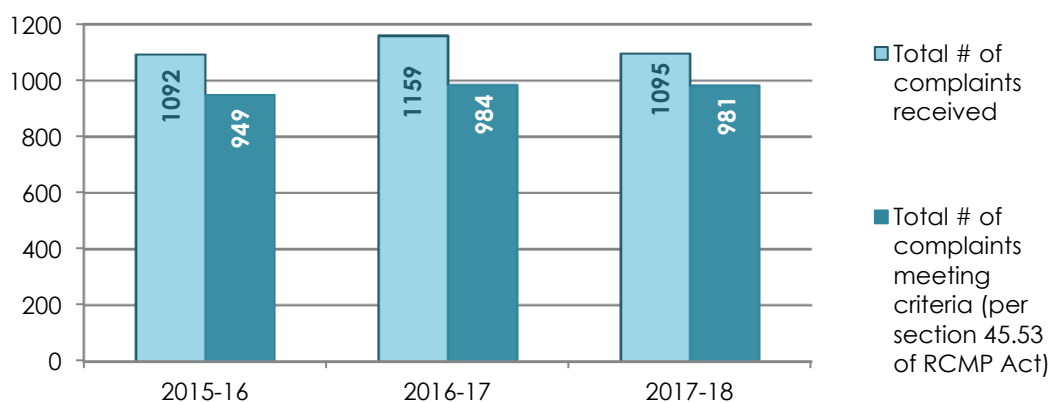
Of the **1095** public complaints lodged regarding the on-duty conduct of RCMP members in British Columbia between April 1, 2017, and March 31, 2018, the Commission received **965** complaints while the RCMP received **130** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in British Columbia



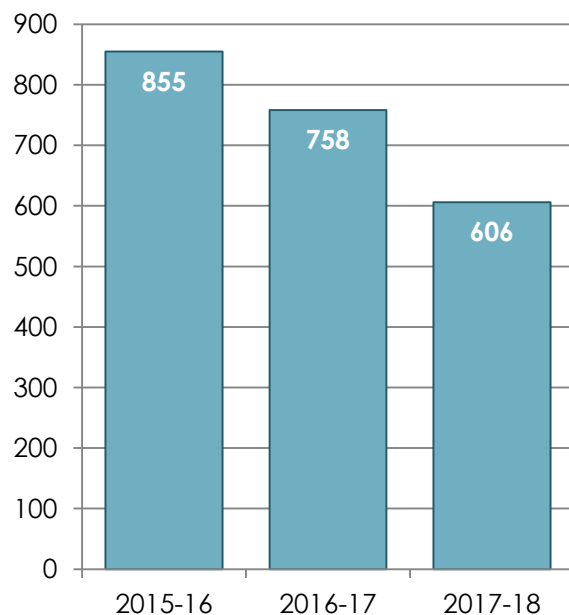
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

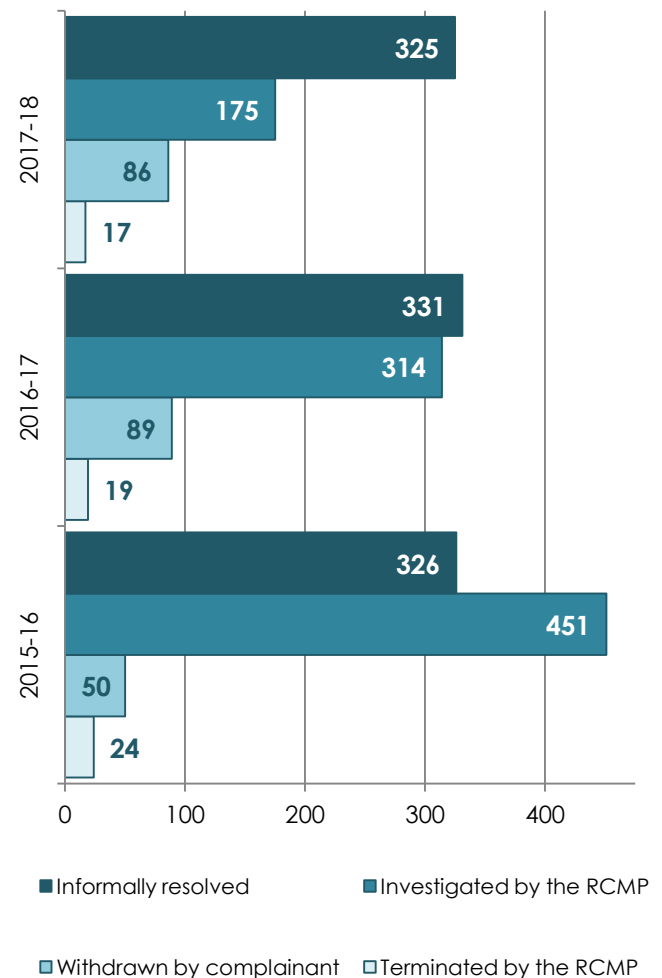
**Number of Finalized Complaints in British Columbia**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in British Columbia\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in British Columbia*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in British Columbia finalized **606** complaints containing **1238** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	438	30	133	219	8	48
Improper Attitude	364	8	91	241	5	19
Improper Use of Force	119	5	48	57	0	9
Improper Arrest	94	3	44	42	0	5
Irregularity in Procedure	63	2	25	31	0	5

In 2016-17, the RCMP in British Columbia finalized **758** complaints containing **1516** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	589	22	291	242	15	19
Improper Attitude	455	16	179	232	11	17
Improper Use of Force	141	0	94	35	10	2
Improper Arrest	104	3	63	32	1	5
Irregularity in Procedure	63	2	26	33	1	1

In 2015-16, the RCMP in British Columbia finalized **855** complaints containing **2521** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	945	20	638	253	26	8
Improper Attitude	558	26	331	194	2	5
Improper Use of Force	280	1	218	54	3	4
Improper Arrest	190	3	142	41	0	4
Irregularity in Procedure	155	3	97	47	7	1

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

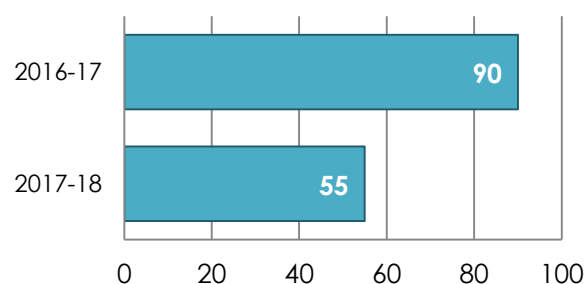
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **55** new requests for review concerning complaints in British Columbia. This represents **24%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (BC)**



**Review Reports Issued (BC)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	73	33	6	112
2017-18	48	25	15	88

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson initiated **0** complaints and **1** public interest investigation, concerning RCMP member conduct in British Columbia.

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

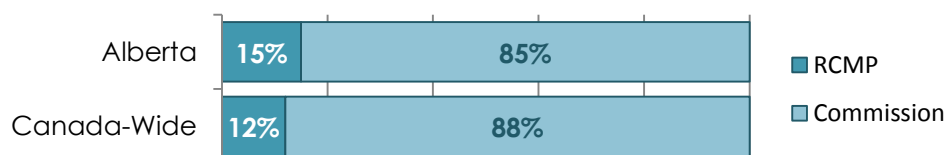
## Alberta

- **543** complaints lodged representing **21%** of complaints lodged Canada-wide
- **399** complaints finalized representing **23%** of complaints finalized Canada-wide

### Public Complaints Received

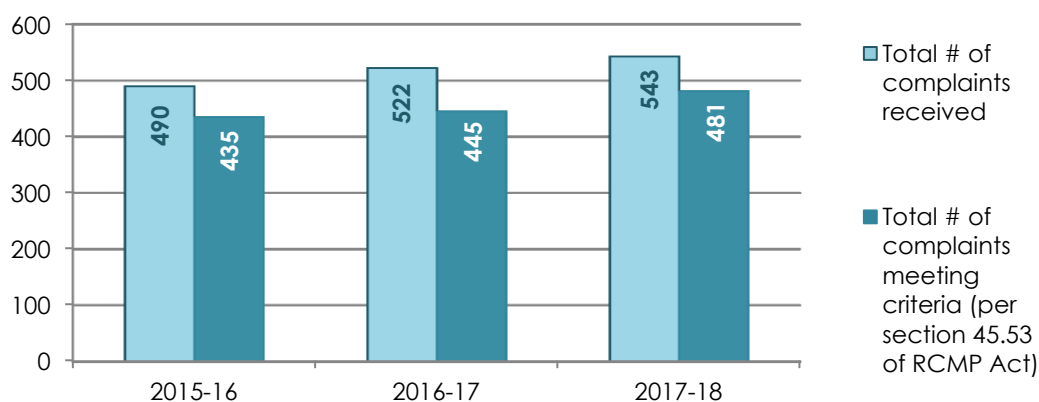
Of the **543** public complaints lodged regarding the on-duty conduct of RCMP members in Alberta between April 1, 2017, and March 31, 2018, the Commission received **463** complaints while the RCMP received **80** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Alberta



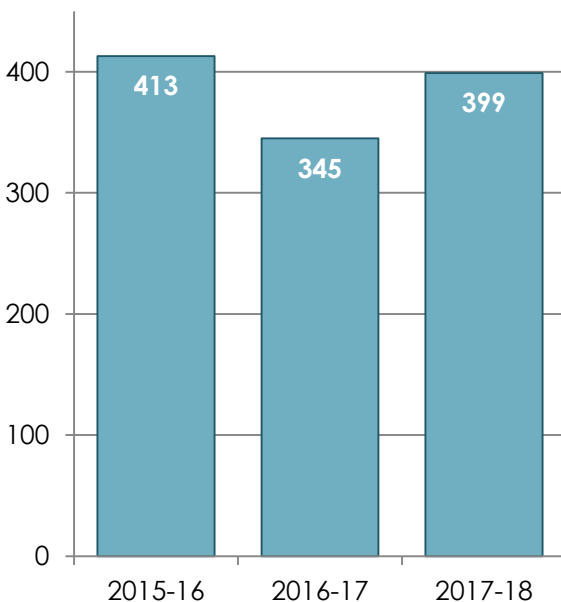
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

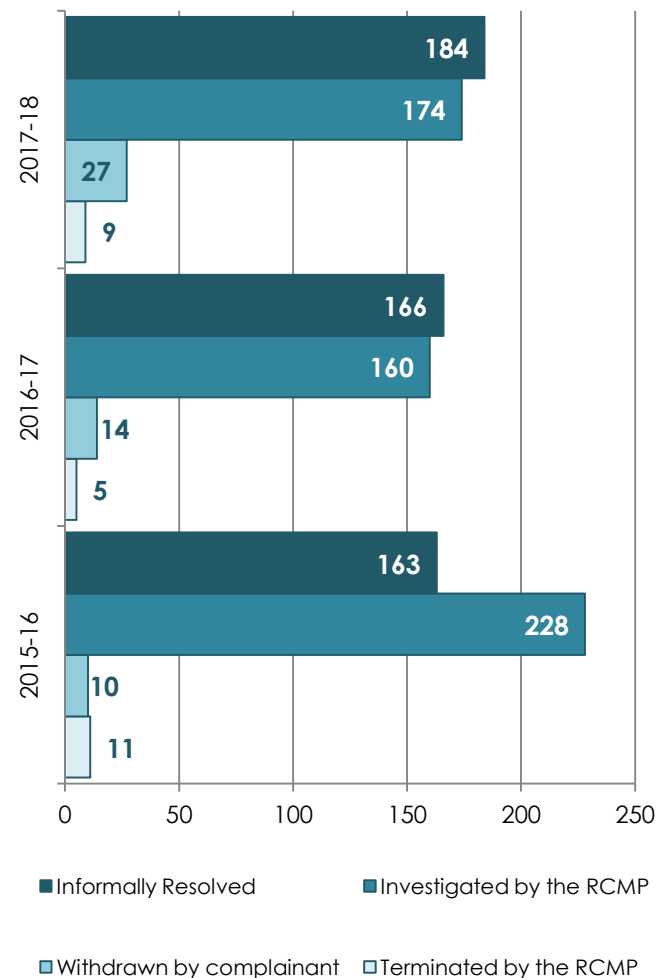
**Number of Finalized Complaints in Alberta**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Alberta\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Alberta*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Alberta finalized **399** complaints containing **1119** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b>	<b>477</b>	39	258	156	6	18
<b>Improper Attitude</b>	<b>262</b>	12	120	115	3	12
<b>Improper Use of Force</b>	<b>88</b>	4	67	17	0	0
<b>Improper Arrest</b>	<b>69</b>	2	50	12	0	5
<b>Irregularity in Procedure</b>	<b>51</b>	7	30	14	0	0

In 2016-17, the RCMP in Alberta finalized **345** complaints containing **921** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b>	<b>324</b>	30	189	97	4	4
<b>Improper Attitude</b>	<b>245</b>	11	115	113	1	5
<b>Irregularity in Procedure</b>	<b>83</b>	2	49	27	4	1
<b>Improper Use of Force</b>	<b>73</b>	1	48	20	0	4
<b>Improper Arrest</b>	<b>70</b>	2	55	13	0	0

In 2015-16, the RCMP in Alberta finalized **413** complaints containing **1387** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b>	<b>531</b>	48	356	113	10	4
<b>Improper Attitude</b>	<b>308</b>	18	172	114	3	1
<b>Irregularity in Procedure</b>	<b>136</b>	11	94	30	0	1
<b>Improper Use of Force</b>	<b>103</b>	4	88	11	0	0
<b>Improper Arrest</b>	<b>102</b>	6	84	11	1	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

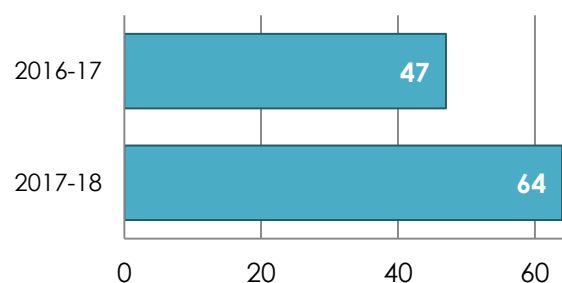
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **64** new requests for review concerning complaints in Alberta. This represents **28%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (AB)**



**Review Reports Issued (AB)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	36	10	2	48
2017-18	40	15	5	60

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson initiated **1** complaint & public interest investigation, concerning RCMP member conduct in Alberta.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

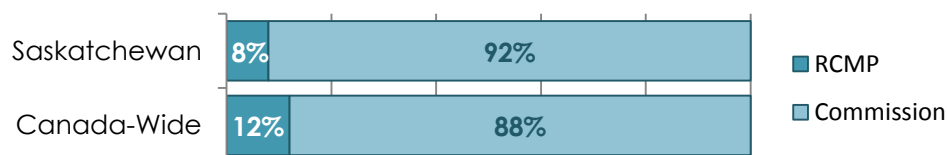
## Saskatchewan

- **235** complaints lodged representing **9%** of complaints lodged Canada-wide
- **153** complaints finalized representing **10%** of complaints finalized Canada-wide

### Public Complaints Received

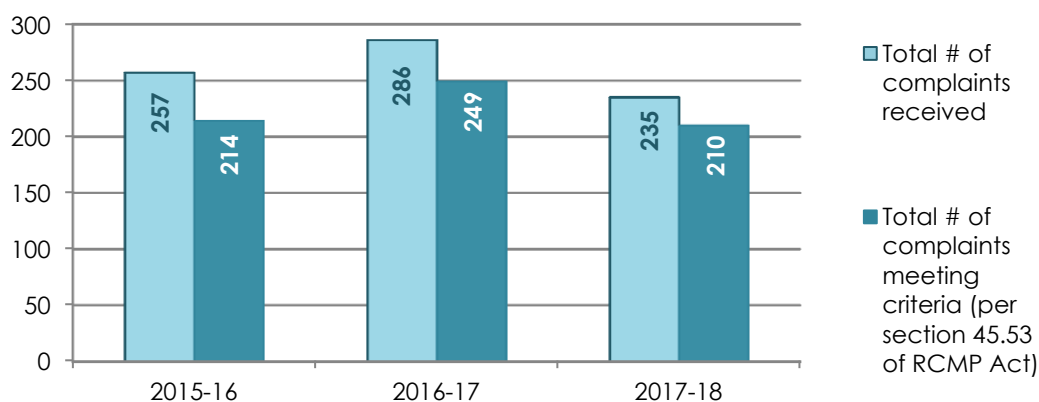
Of the **235** public complaints lodged regarding the on-duty conduct of RCMP members in Saskatchewan between April 1, 2017, and March 31, 2018, the Commission received **216** complaints while the RCMP received **19** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Saskatchewan



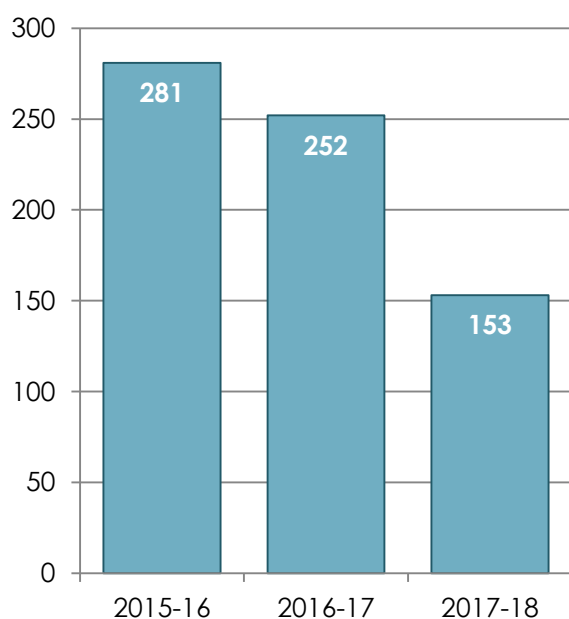
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

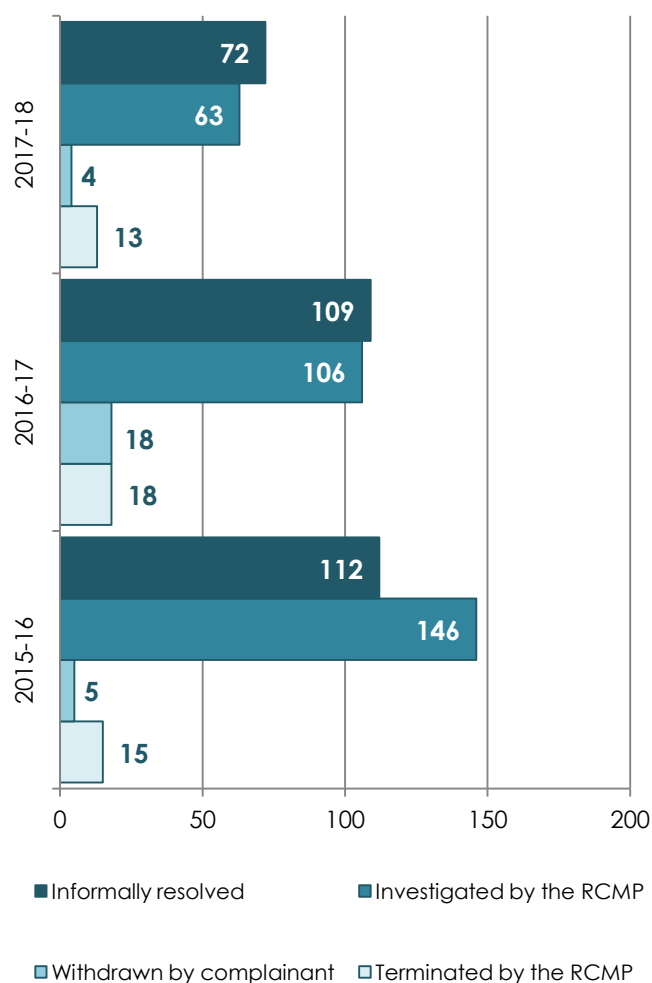
**Number of Finalized Complaints in Saskatchewan**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Saskatchewan\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Saskatchewan*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Saskatchewan finalized **153** complaints containing **514** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b>	<b>206</b>	21	112	59	13	1
<b>Improper Attitude</b>	<b>148</b>	8	89	45	6	0
<b>Improper Use of Force</b>	<b>39</b>	1	26	12	0	0
<b>Improper Arrest</b>	<b>25</b>	1	14	10	0	0
<b>Improper Search of Premises</b>	<b>22</b>	0	16	6	0	0

In 2016-17, the RCMP in Saskatchewan finalized **252** complaints containing **747** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b>	<b>289</b>	14	179	80	9	7
<b>Improper Attitude</b>	<b>161</b>	9	75	69	7	1
<b>Improper Use of Force</b>	<b>78</b>	1	57	16	2	2
<b>Improper Arrest</b>	<b>55</b>	4	32	14	1	4
<b>Irregularity in Procedure</b>	<b>37</b>	3	15	16	3	0

In 2015-16, the RCMP in Saskatchewan finalized **281** complaints containing **918** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b>	<b>355</b>	17	247	84	7	0
<b>Improper Attitude</b>	<b>170</b>	6	80	78	4	2
<b>Improper Use of Force</b>	<b>130</b>	0	104	22	4	0
<b>Improper Arrest</b>	<b>56</b>	0	37	16	3	0
<b>Oppressive Conduct</b>	<b>52</b>	0	31	17	4	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

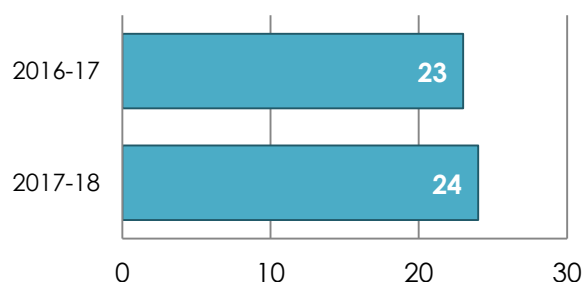
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **24** new requests for review concerning complaints in Saskatchewan. This represents **10%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (SK)**



**Review Reports Issued (SK)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	18	2	1	21
2017-18	16	5	2	23

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Saskatchewan.

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

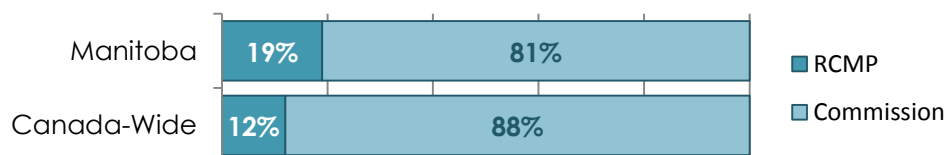
## Manitoba

- **161** complaints lodged representing **6%** of complaints lodged Canada-wide
- **121** complaints finalized representing **7%** of complaints finalized Canada-wide

### Public Complaints Received

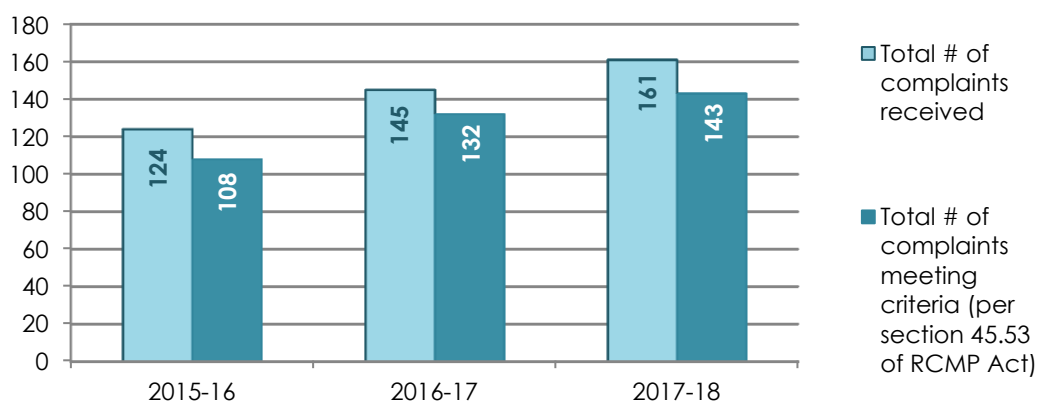
Of the **161** public complaints lodged regarding the on-duty conduct of RCMP members in Manitoba between April 1, 2017, and March 31, 2018, the Commission received **130** complaints while the RCMP received **31** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Manitoba



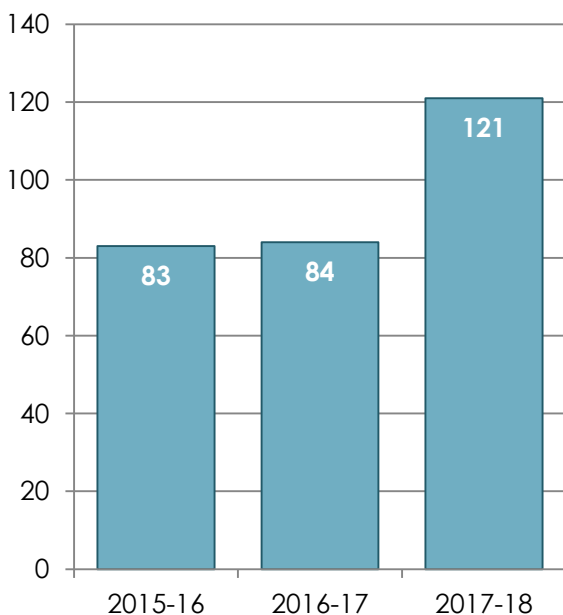
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

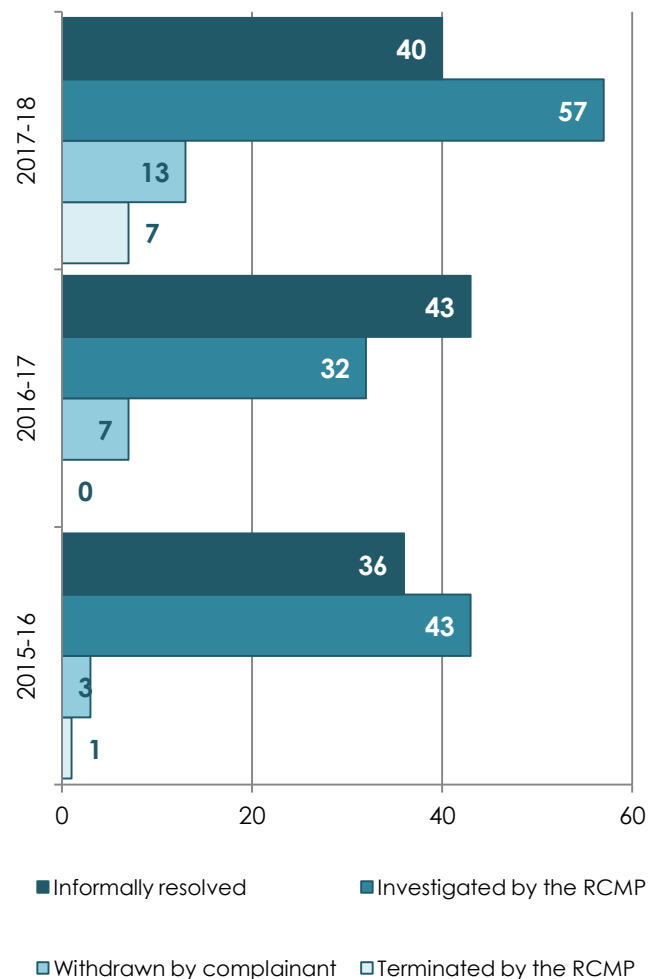
**Number of Finalized Complaints in Manitoba**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Manitoba\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Manitoba*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Manitoba finalized **121** complaints containing **382** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	135	13	57	48	8	9
Improper Attitude	111	3	70	33	0	5
Improper Use of Force	51	0	37	12	0	2
Improper Search of Premises	20	0	10	8	0	2
Improper Arrest	19	0	15	2	0	2

In 2016-17, the RCMP in Manitoba finalized **84** complaints containing **225** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	93	2	54	25	3	9
Improper Attitude	65	1	26	27	6	5
Improper Use of Force	31	0	14	12	0	5
Improper Arrest	16	0	10	6	0	0
Driving Irregularity	5	0	1	4	0	0

In 2015-16, the RCMP in Manitoba finalized **83** complaints containing **241** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	100	2	60	38	0	0
Improper Attitude	68	3	37	27	1	0
Improper Use of Force	17	0	14	3	0	0
Improper Arrest	15	1	14	0	0	0
Oppressive Conduct	12	0	9	3	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

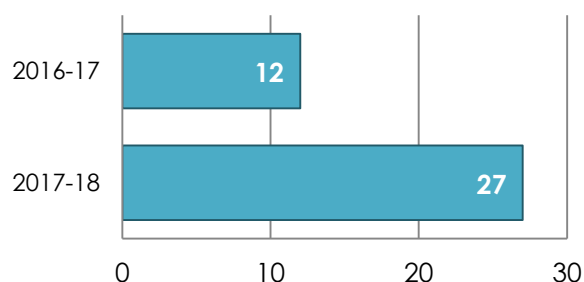
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **27** new requests for review concerning complaints in Manitoba. This represents **12%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (MB)**



**Review Reports Issued (MB)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	5	1	0	6
2017-18	14	7	2	23

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson initiated **0** complaints and **1** public interest investigation, concerning RCMP member conduct in Manitoba.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

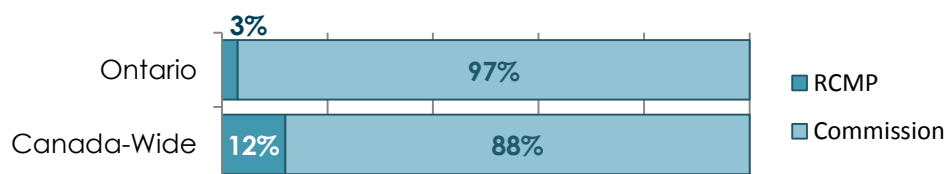
## Ontario

- **105** complaints lodged representing **4%** of complaints lodged Canada-wide
- **20** complaints finalized representing **1%** of complaints finalized Canada-wide

### Public Complaints Received

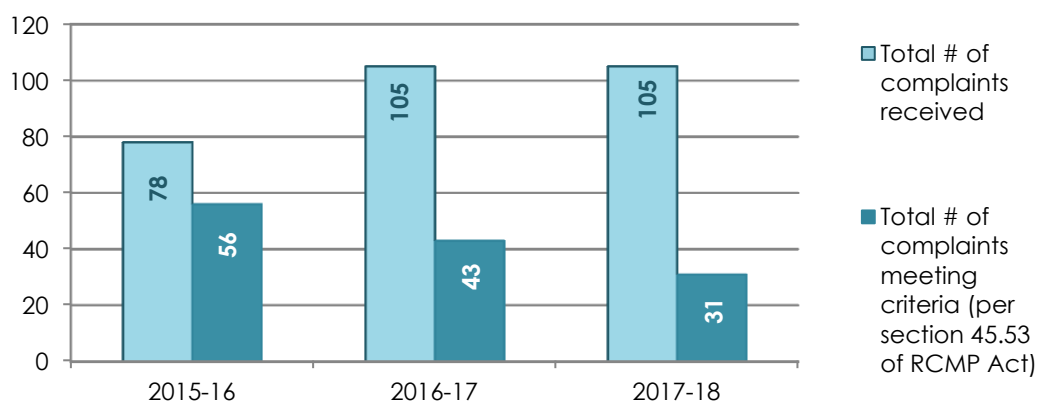
Of the **105** public complaints lodged regarding the on-duty conduct of RCMP members in Ontario between April 1, 2017, and March 31, 2018, the Commission received **102** complaints while the RCMP received **3** complaints.

Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Ontario



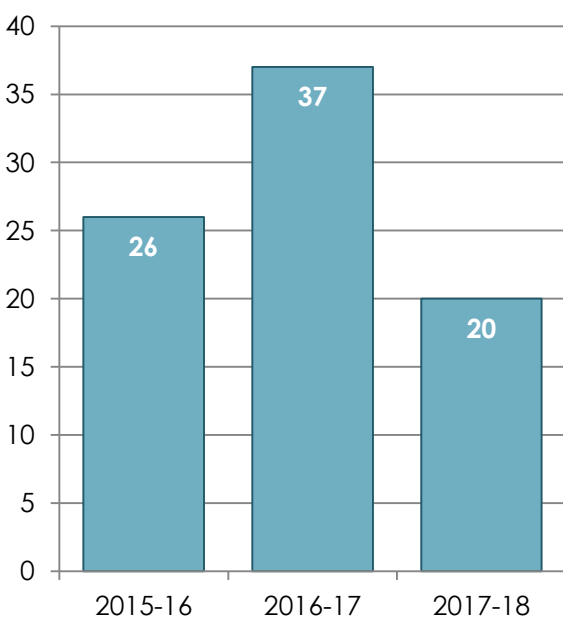
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

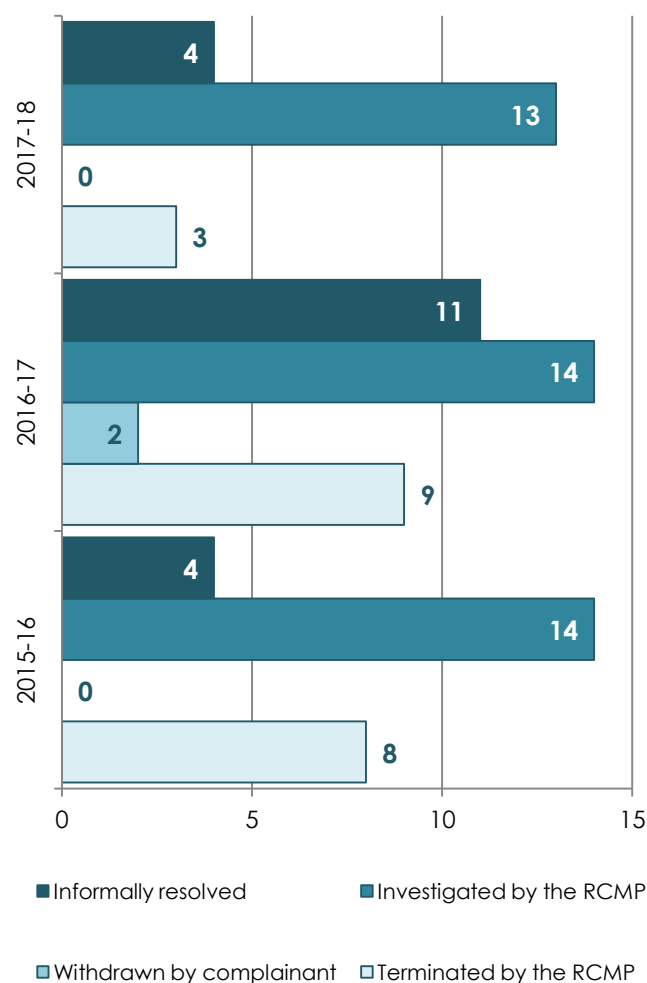
**Number of Finalized Complaints in Ontario**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Ontario\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Ontario*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Ontario finalized **20** complaints containing **29** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	11	0	8	1	2	0
Irregularity in Procedure	9	4	5	0	0	0
Improper Attitude	6	0	4	2	0	0
Driving Irregularity	2	0	1	1	0	0
Service	1	0	1	0	0	0

In 2016-17, the RCMP in Ontario finalized **37** complaints containing **70** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Driving Irregularity	28	0	19	2	7	0
Improper Attitude	18	2	3	8	5	0
Neglect of Duty	9	2	4	3	0	0
Oppressive Conduct	4	0	0	2	2	0
Improper Use of Firearms	3	0	2	1	0	0

In 2015-16, the RCMP in Ontario finalized **26** complaints containing **74** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	42	1	30	4	7	0
Irregularity in Procedure	9	1	8	0	0	0
Improper Arrest	9	0	9	0	0	0
Improper Attitude	6	0	6	0	0	0
Mishandling of Property	3	0	2	1	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

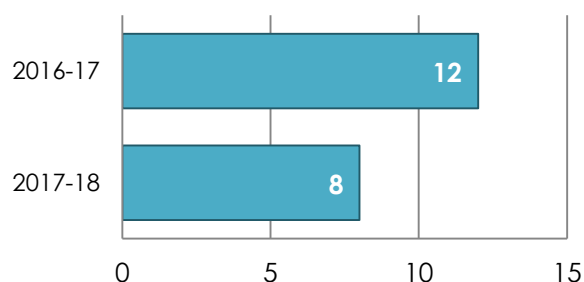
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **8** new requests for review concerning complaints in Ontario. This represents **4%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (ON)**



**Review Reports Issued (ON)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	11	6	4	21
2017-18	7	0	0	7

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Ontario.

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

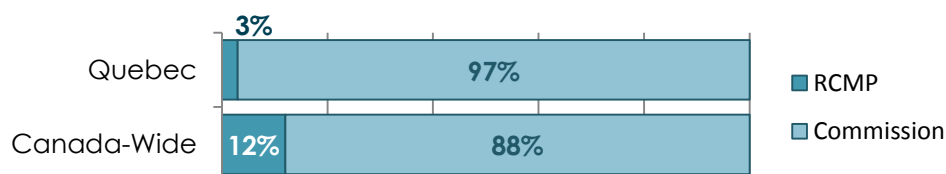
## Quebec

- **35** complaints lodged representing **1%** of complaints lodged Canada-wide
- **7** complaints finalized representing **0.4%** of complaints finalized Canada-wide

### Public Complaints Received

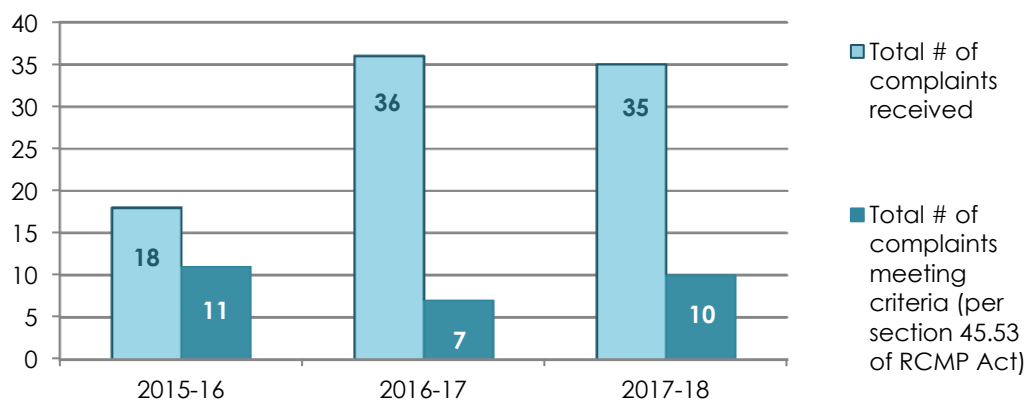
Of the **35** public complaints lodged regarding the on-duty conduct of RCMP members in Quebec between April 1, 2017, and March 31, 2018, the Commission received **34** complaints while the RCMP received **1** complaint.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Quebec



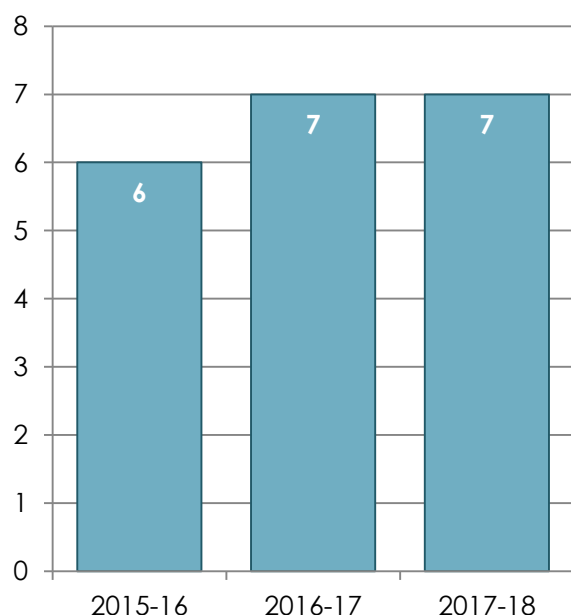
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

**Number of Finalized Complaints in Quebec**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Quebec\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Quebec*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Quebec finalized **7** complaints containing **23** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Irregularity - Evidence</b>	<b>9</b>	1	8	0	0	0
<b>Neglect of Duty</b>	<b>7</b>	0	5	0	2	0
<b>Improper Attitude</b>	<b>2</b>	0	0	1	1	0
<b>Irregularity in Procedure</b>	<b>2</b>	0	1	0	1	0
<b>Driving Irregularity</b>	<b>1</b>	0	0	1	0	0

In 2016-17, the RCMP in Quebec finalized **7** complaints containing **9** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Improper Attitude</b>	<b>5</b>	0	2	3	0	0
<b>Neglect of Duty</b>	<b>2</b>	0	2	0	0	0
<b>Improper Arrest</b>	<b>1</b>	0	1	0	0	0
<b>Driving Irregularity</b>	<b>1</b>	1	0	0	0	0

In 2015-16, the RCMP in Quebec finalized **6** complaints containing **11** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Improper Attitude</b>	<b>4</b>	0	0	1	3	0
<b>Policy</b>	<b>3</b>	0	0	0	3	0
<b>Neglect of Duty</b>	<b>1</b>	0	1	0	0	0
<b>Improper Persons or Vehicles Search</b>	<b>1</b>	0	1	0	0	0
<b>Improper search of premises</b>	<b>1</b>	0	1	0	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

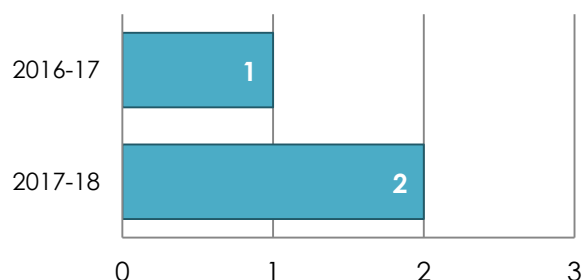
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **2** new requests for review concerning complaints in Quebec. This represents **1%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (QC)**



**Review Reports Issued (QC)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	3	0	0	3
2017-18	1	0	0	1

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Quebec.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

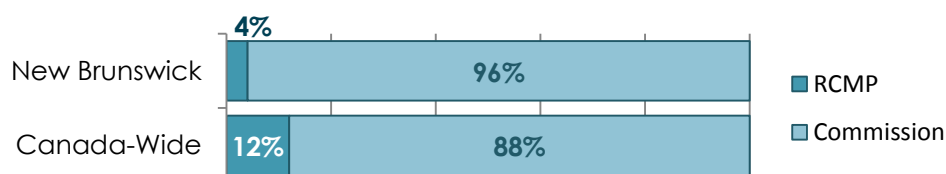
## New Brunswick

- **143** complaints lodged representing **5%** of complaints lodged Canada-wide
- **143** complaints finalized representing **8%** of complaints finalized Canada-wide

### Public Complaints Received

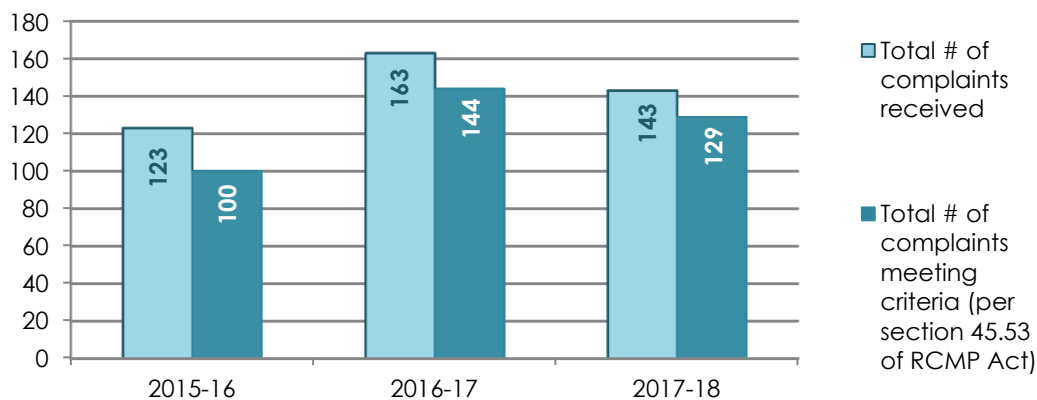
Of the **143** public complaints lodged regarding the on-duty conduct of RCMP members in New Brunswick between April 1, 2017, and March 31, 2018, the Commission received **137** complaints while the RCMP received **6** complaints.

Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in New Brunswick



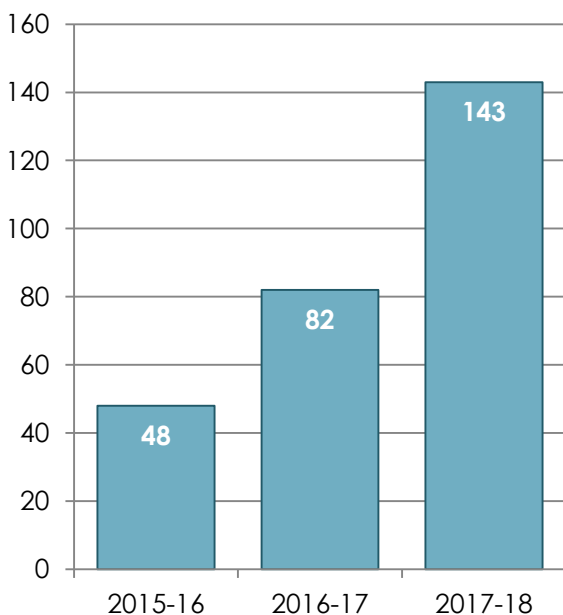
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

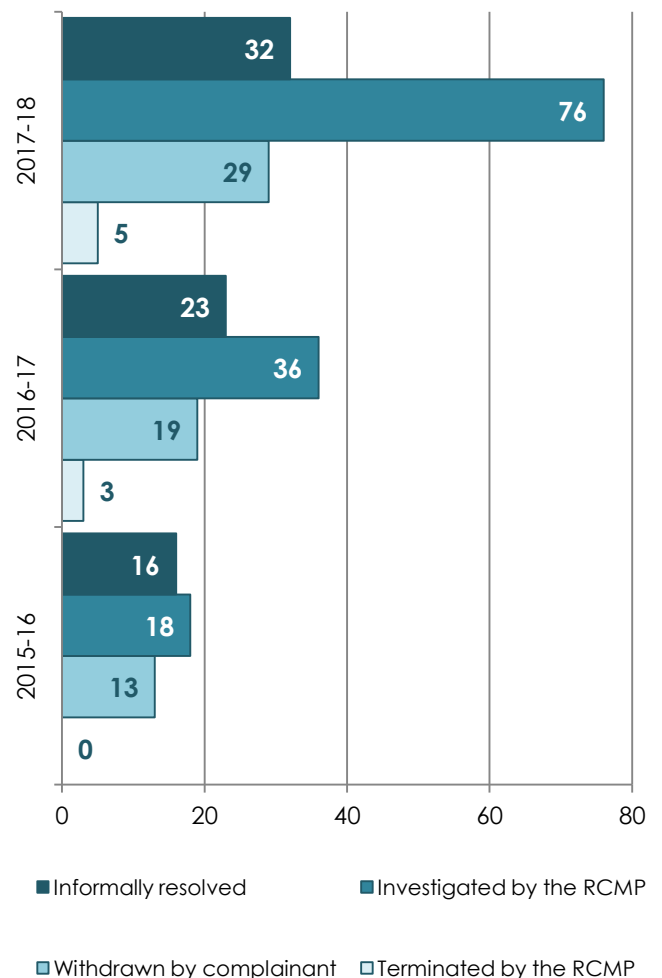
**Number of Finalized Complaints in New Brunswick**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in New Brunswick\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in New Brunswick*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in New Brunswick finalized **143** complaints containing **348** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	173	4	86	34	11	38
Improper Attitude	97	5	56	23	0	13
Improper Use of Force	20	0	13	6	0	1
Improper Arrest	17	0	13	4	0	0
Irregularity in Procedure	11	1	4	5	0	1

In 2016-17, the RCMP in New Brunswick finalized **82** complaints containing **154** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	74	1	47	17	2	7
Improper Attitude	42	1	22	16	0	3
Improper Use of Force	13	0	11	1	0	1
Improper Arrest	7	0	7	0	0	0
Driving Irregularity	6	0	0	6	0	0

In 2015-16, the RCMP in New Brunswick finalized **48** complaints containing **82** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	33	1	20	7	1	4
Improper Attitude	17	1	7	9	0	0
Irregularity in Procedure	12	0	7	5	0	0
Oppressive Conduct	6	0	6	0	0	0
Improper Use of Force	3	0	2	0	0	1

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

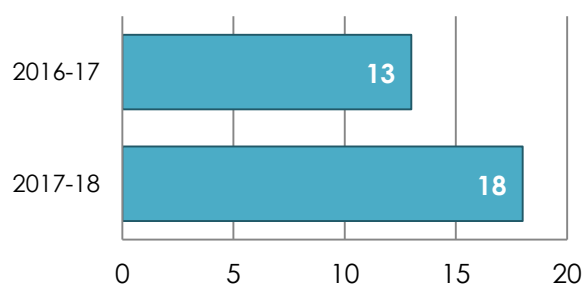
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **18** new requests for review concerning complaints in New Brunswick. This represents **8%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (NB)**



**Review Reports Issued (NB)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	4	1	0	5
2017-18	9	1	1	11

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in New Brunswick.

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

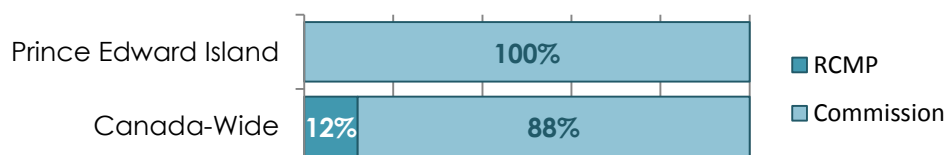
## Prince Edward Island

- 8 complaints lodged representing 0.3% of complaints lodged Canada-wide
- 11 complaints finalized representing 1% of complaints finalized Canada-wide

### Public Complaints Received

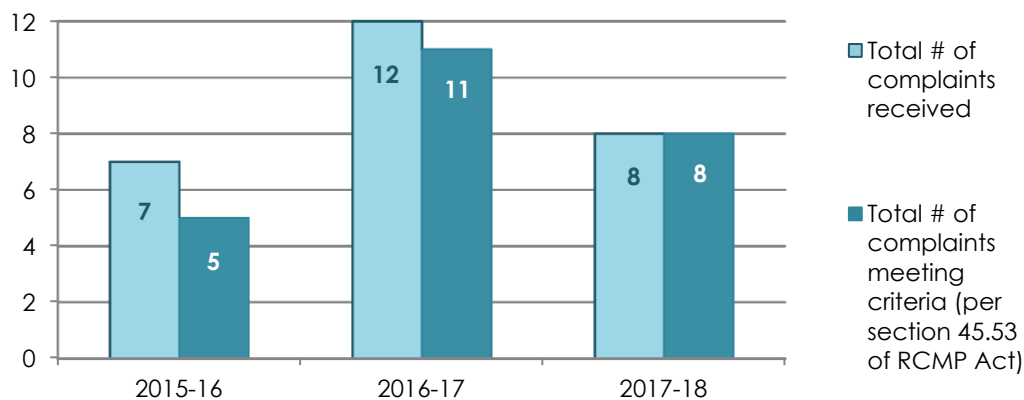
Of the 8 public complaints lodged regarding the on-duty conduct of RCMP members in Prince Edward Island between April 1, 2017, and March 31, 2018, the Commission received 8 complaints while the RCMP received 0 complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Prince Edward Island



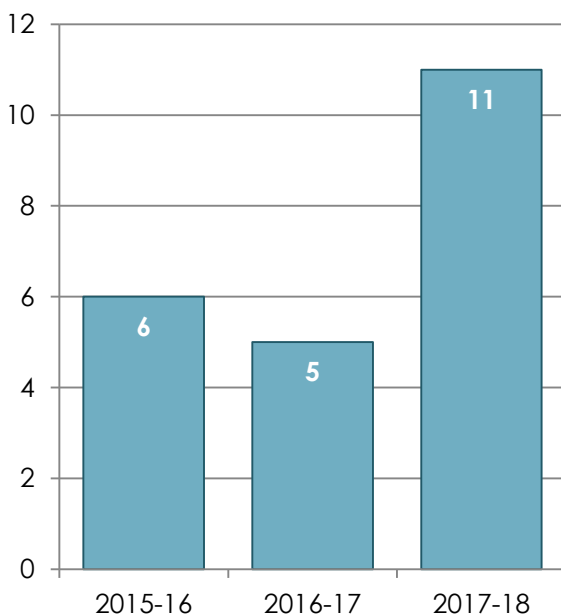
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

**Number of Finalized Complaints in Prince Edward Island**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Prince Edward Island\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Prince Edward Island*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Prince Edward Island finalized **11** complaints containing **41** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	16	0	15	1	0	0
Improper Arrest	7	1	6	0	0	0
Improper Attitude	5	0	4	0	0	1
Improper Persons or Vehicles Search	5	0	5	0	0	0
Improper Use of Force	3	0	3	0	0	0

In 2016-17, the RCMP in Prince Edward Island finalized **5** complaints containing **18** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Attitude	8	1	7	0	0	0
Neglect of Duty	4	0	4	0	0	0
Improper Use of Force	2	0	2	0	0	0
Improper Arrest	2	0	2	0	0	0
Improper Persons or Vehicles Search	2	0	2	0	0	0

In 2015-16, the RCMP in Prince Edward Island finalized **6** complaints containing **14** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	6	0	6	0	0	0
Improper Attitude	4	0	2	2	0	0
Irregularity in Procedure	3	0	3	0	0	0
Improper Use of Force	1	0	1	0	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

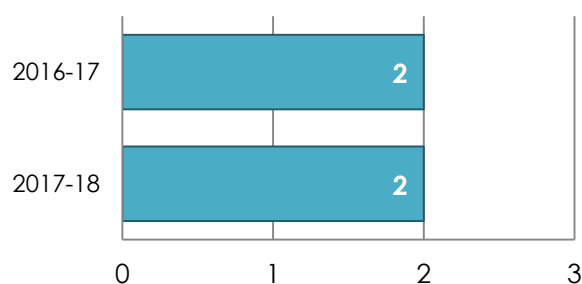
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **2** new requests for review concerning complaints in Prince Edward Island. This represents **1%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (PE)**



**Review Reports Issued (PE)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	1	0	0	1
2017-18	2	0	0	2

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Prince Edward Island.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

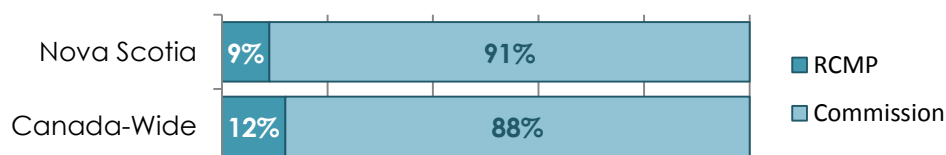
## Nova Scotia

- **154** complaints lodged representing **6%** of complaints lodged Canada-wide
- **138** complaints finalized representing **8%** of complaints finalized Canada-wide

### Public Complaints Received

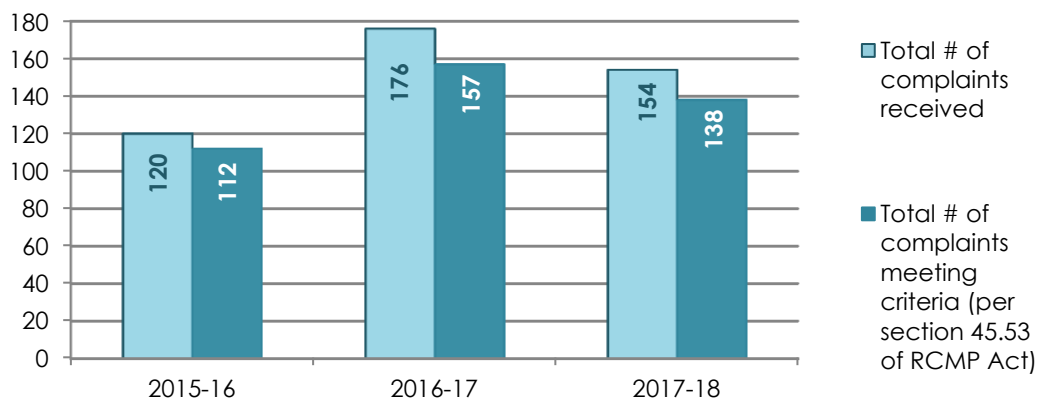
Of the **154** public complaints lodged regarding the on-duty conduct of RCMP members in Nova Scotia between April 1, 2017, and March 31, 2018, the Commission received **140** complaints while the RCMP received **14** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Nova Scotia



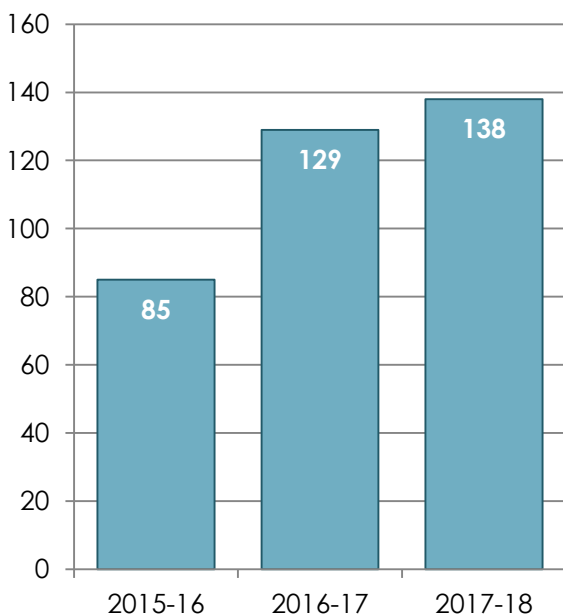
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

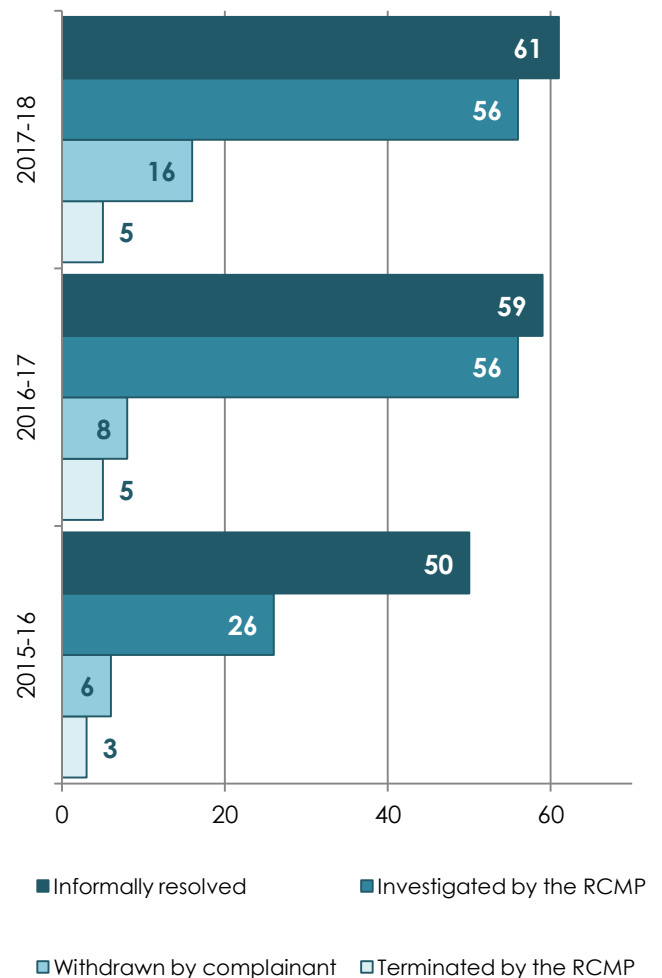
**Number of Finalized Complaints in Nova Scotia**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Nova Scotia\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Nova Scotia*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Nova Scotia finalized **138** complaints containing **299** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	125	7	65	51	1	1
Improper Attitude	74	2	42	29	0	1
Mishandling of Property	20	0	18	2	0	0
Oppressive Conduct	15	0	11	3	1	0
Improper Use of Force	13	0	13	0	0	0

In 2016-17, the RCMP in Nova Scotia finalized **129** complaints containing **280** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	123	8	84	30	1	0
Improper Attitude	60	4	17	39	0	0
Improper Use of Force	24	0	20	4	0	0
Oppressive Conduct	24	0	22	1	0	1
Improper Arrest	16	2	10	4	0	0

In 2015-16, the RCMP in Nova Scotia finalized **85** complaints containing **157** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	65	6	31	27	0	1
Improper Attitude	42	0	10	32	0	0
Oppressive Conduct	12	0	9	3	0	0
Improper Arrest	11	4	4	3	0	0
Improper Use of Force	9	0	7	1	1	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

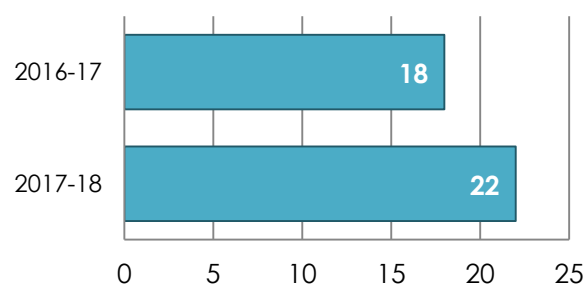
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **22** new requests for review concerning complaints in Nova Scotia. This represents **10%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (NS)**



**Review Reports Issued (NS)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	7	0	1	8
2017-18	15	4	0	19

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Nova Scotia.

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

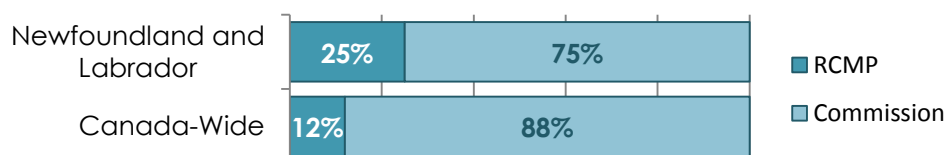
## Newfoundland and Labrador

- **61** complaints lodged representing **2%** of complaints lodged Canada-wide
- **46** complaints finalized representing **3%** of complaints finalized Canada-wide

### Public Complaints Received

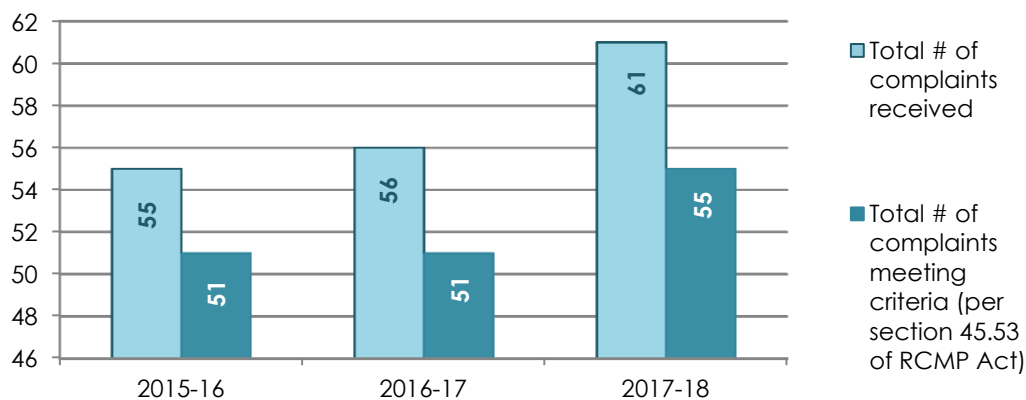
Of the **61** public complaints lodged regarding the on-duty conduct of RCMP members in Newfoundland and Labrador between April 1, 2017, and March 31, 2018, the Commission received **46** complaints while the RCMP received **15** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Newfoundland and Labrador



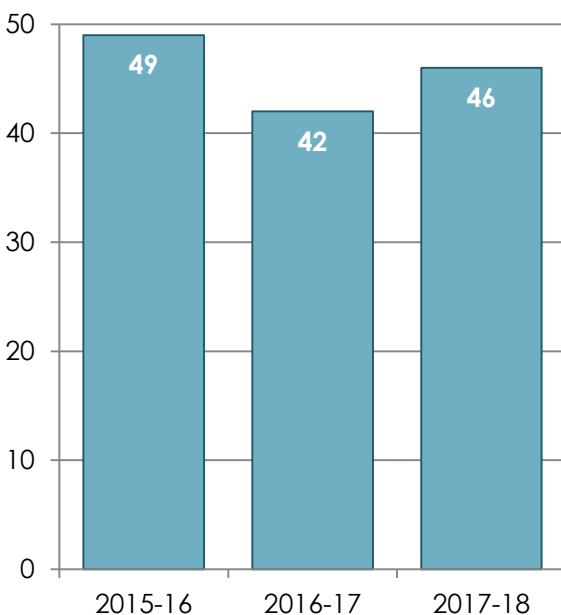
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

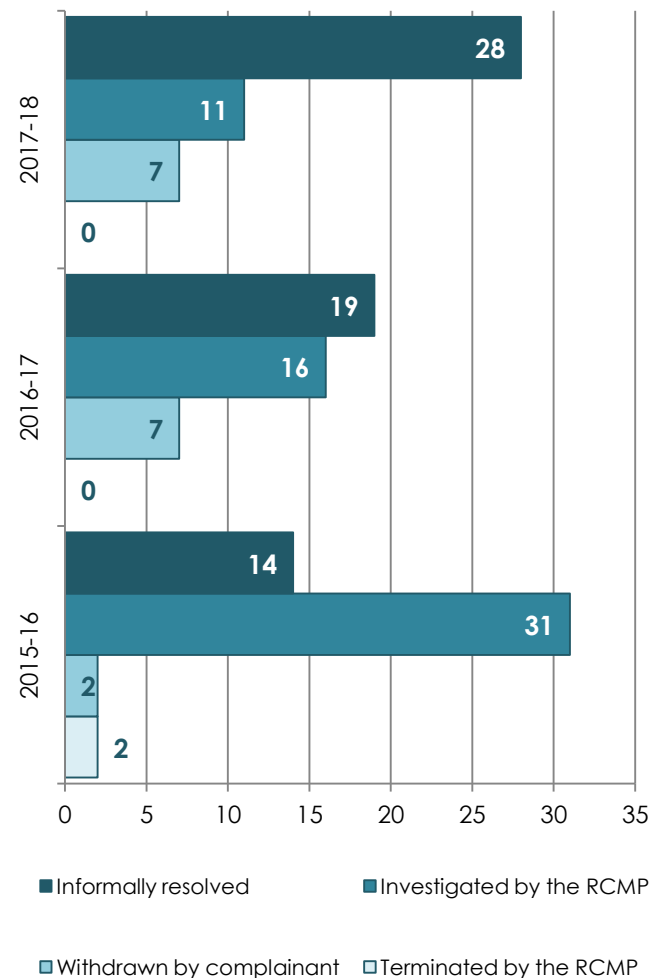
**Number of Finalized Complaints in Newfoundland and Labrador**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Newfoundland and Labrador\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Newfoundland and Labrador*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Newfoundland and Labrador finalized **46** complaints containing **90** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	43	0	22	16	0	5
Improper Attitude	25	0	8	16	0	1
Improper Use of Force	7	0	3	4	0	0
Mishandling of Property	5	0	4	1	0	0
Oppressive Conduct	3	0	2	1	0	0

In 2016-17, the RCMP in Newfoundland and Labrador finalized **42** complaints containing **83** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	30	2	15	13	0	0
Improper Attitude	22	1	8	13	0	0
Improper Use of Force	10	0	7	1	0	2
Irregularity in Procedure	5	1	2	2	0	0
Oppressive Conduct	4	0	4	0	0	0

In 2015-16, the RCMP in Newfoundland and Labrador finalized **49** complaints containing **122** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	36	0	26	10	0	0
Improper Attitude	25	1	14	8	2	0
Improper Use of Force	25	0	23	2	0	0
Irregularity in Procedure	17	1	14	2	0	0
Oppressive Conduct	11	0	8	3	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

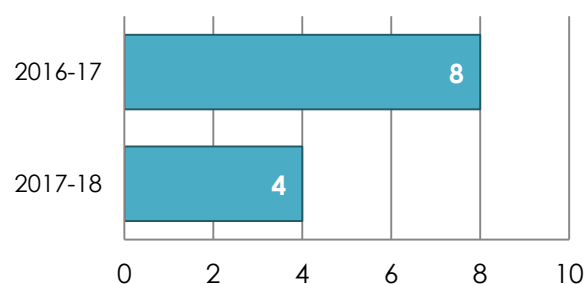
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **4** new requests for review concerning complaints in Newfoundland and Labrador. This represents **2%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (NL)**



**Review Reports Issued (NL)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	3	1	0	4
2017-18	4	0	0	4

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Newfoundland and Labrador.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

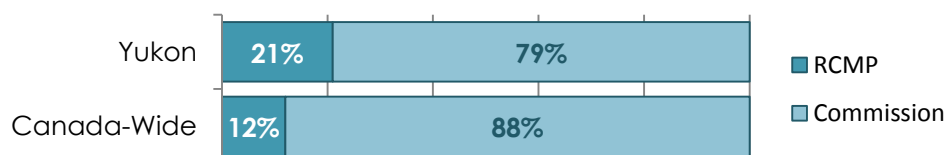
## Yukon

- **28** complaints lodged representing **1%** of complaints lodged Canada-wide
- **26** complaints finalized representing **2%** of complaints finalized Canada-wide

### Public Complaints Received

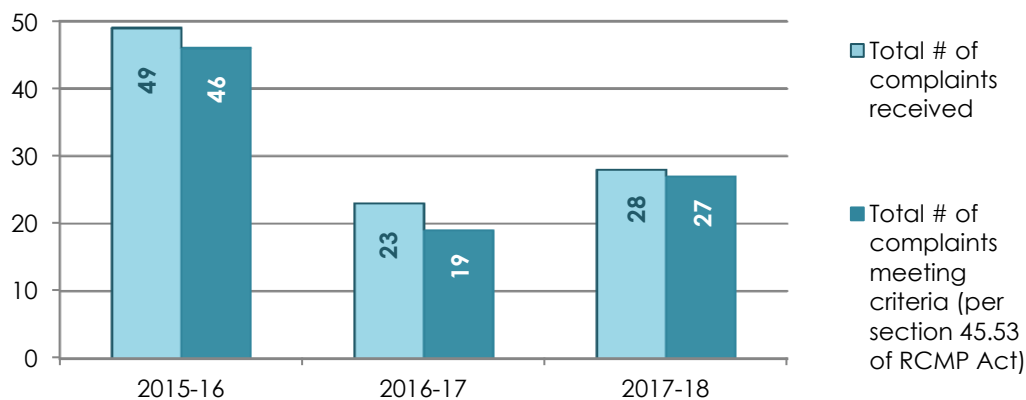
Of the **28** public complaints lodged regarding the on-duty conduct of RCMP members in Yukon between April 1, 2017, and March 31, 2018, the Commission received **22** complaints while the RCMP received **6** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Yukon



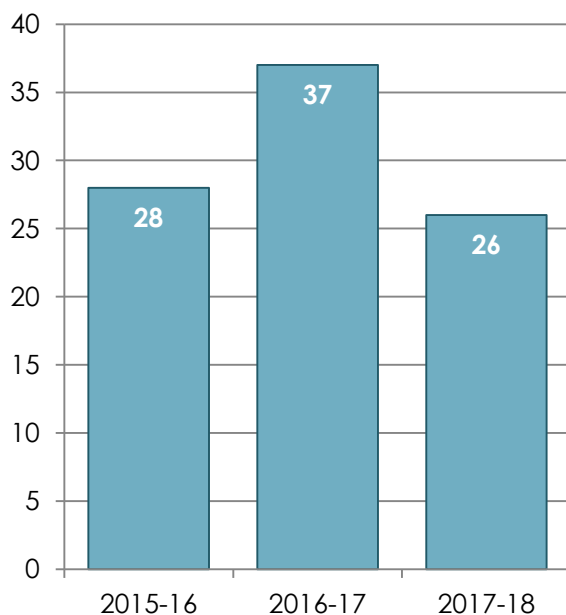
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

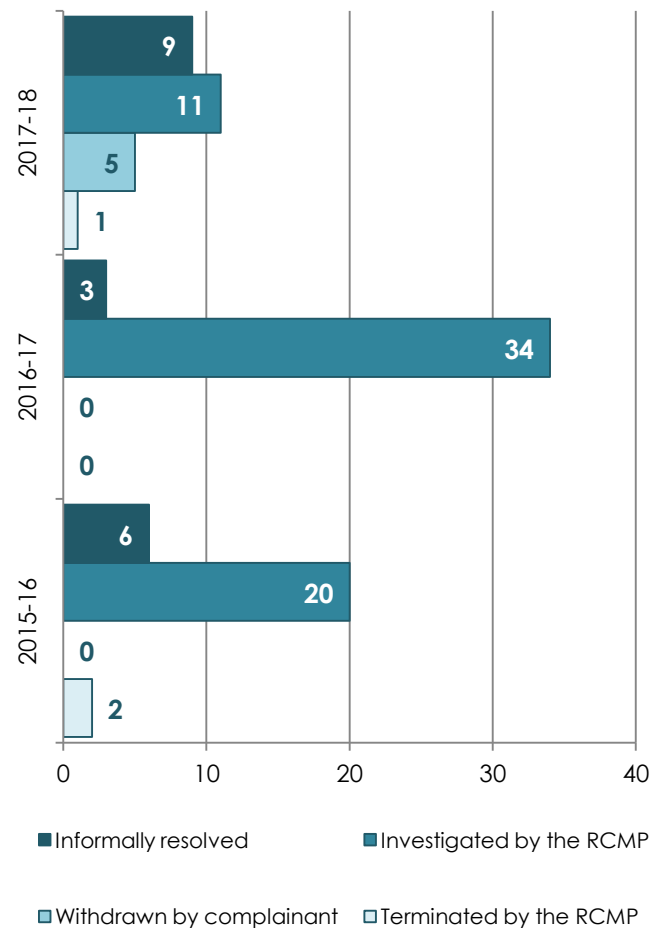
**Number of Finalized Complaints in Yukon**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Yukon\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Yukon*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Yukon finalized **26** complaints containing **36** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b> <b>19</b>	1	14	3	0	1
<b>Improper Use of Force</b> <b>8</b>	0	4	4	0	0
<b>Improper Attitude</b> <b>5</b>	0	2	2	0	1
<b>Mishandling of Property</b> <b>2</b>	0	2	0	0	0
<b>Irregularity - Evidence</b> <b>1</b>	0	1	0	0	0

In 2016-17, the RCMP in Yukon finalized **37** complaints containing **74** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b> <b>54</b>	3	50	1	0	0
<b>Improper Attitude</b> <b>33</b>	2	26	4	1	0
<b>Improper Use of Force</b> <b>7</b>	0	7	0	0	0
<b>Driving Irregularity</b> <b>7</b>	1	6	0	0	0
<b>Irregularity in Procedure</b> <b>4</b>	0	4	0	0	0

In 2015-16, the RCMP in Yukon finalized **28** complaints containing **74** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
<b>Neglect of Duty</b> <b>33</b>	2	24	6	1	0
<b>Improper Attitude</b> <b>12</b>	2	7	3	0	0
<b>Irregularity in Procedure</b> <b>10</b>	2	4	3	1	0
<b>Improper Arrest</b> <b>5</b>	0	3	0	2	0
<b>Improper Use of Force</b> <b>3</b>	0	3	0	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

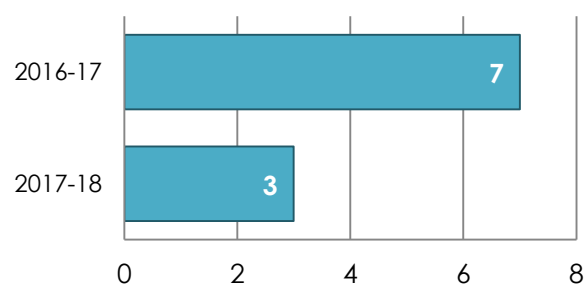
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2017-18, the Commission received **3** new requests for review concerning complaints in Yukon. This represents **1%** of all new review requests received Canada-wide.

**Number of Finalized Complaints Referred to Commission for Review (YT)**



**Review Reports Issued (YT)**

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	0	3	0	3
2017-18	6	0	1	7

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Yukon.

# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

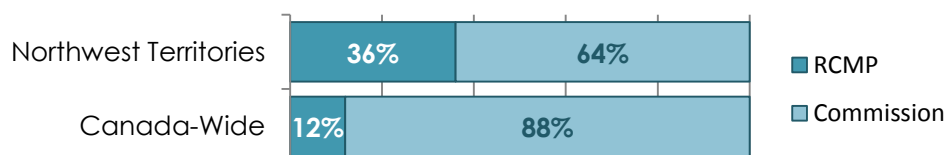
## Northwest Territories

- **33** complaints lodged representing **1%** of complaints lodged Canada-wide
- **26** complaints finalized representing **2%** of complaints finalized Canada-wide

### Public Complaints Received

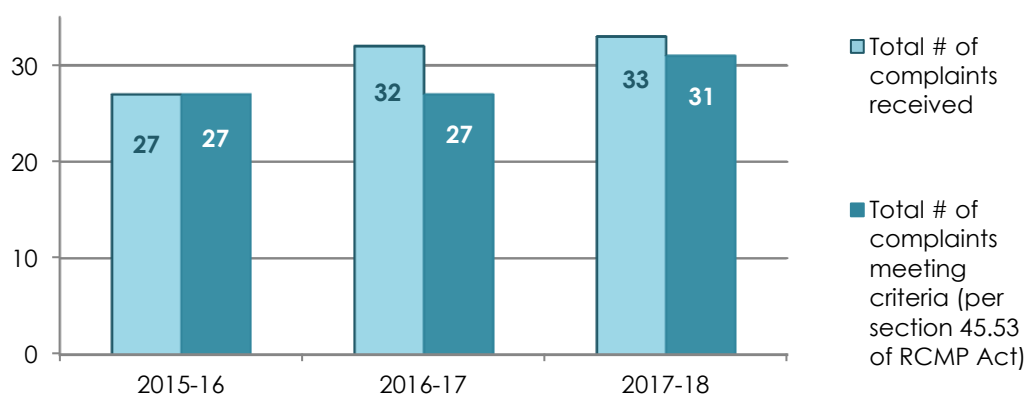
Of the **33** public complaints lodged regarding the on-duty conduct of RCMP members in Northwest Territories between April 1, 2017, and March 31, 2018, the Commission received **21** complaints while the RCMP received **12** complaints.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Northwest Territories



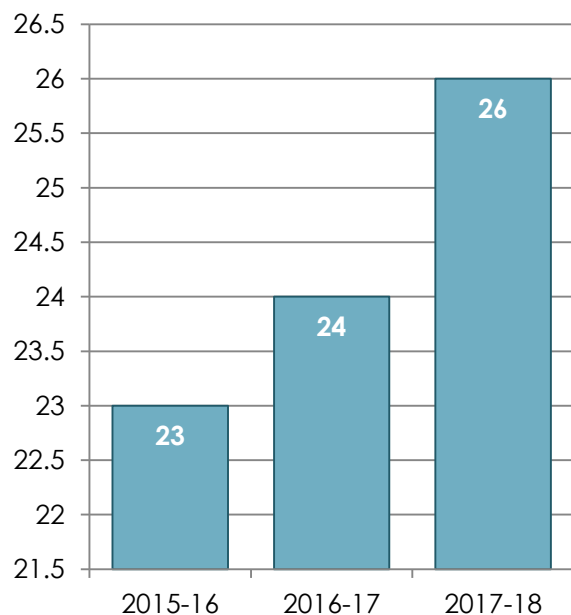
## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).

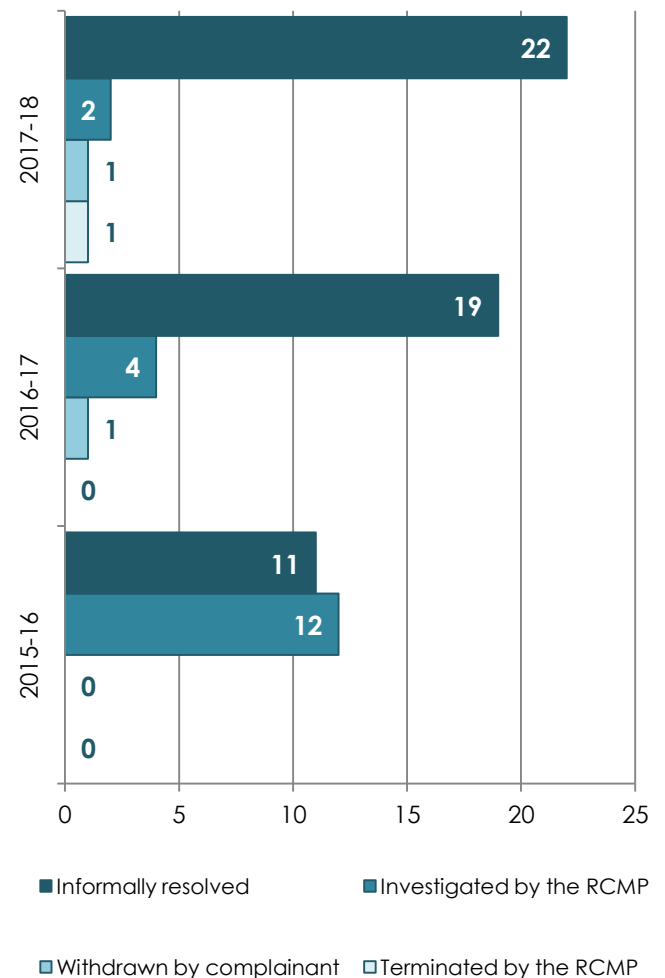
**Number of Finalized Complaints in Northwest Territories**



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

**Resolution of Complaints in Northwest Territories\*\***



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Northwest Territories*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Northwest Territories finalized **26** complaints containing **52** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Attitude	19	0	1	16	1	1
Neglect of Duty	19	0	2	16	0	1
Improper Arrest	7	0	2	4	0	1
Improper Use of Force	5	0	0	5	0	0
Mishandling of Property	1	0	0	0	1	0

In 2016-17, the RCMP in Northwest Territories finalized **24** complaints containing **43** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Attitude	15	0	0	15	0	0
Neglect of Duty	11	0	7	4	0	0
Improper Use of Force	11	1	7	1	1	1
Improper Arrest	4	0	1	2	1	0
Mishandling of Property	1	0	0	1	0	0

In 2015-16, the RCMP in Northwest Territories finalized **23** complaints containing **66** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty	24	5	6	13	0	0
Improper Attitude	16	2	9	5	0	0
Improper Use of Force	13	0	9	4	0	0
Improper Arrest	9	0	6	3	0	0
Irregularity in Procedure	1	0	1	0	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

The Commission did not receive any new requests for review concerning complaints in the Northwest Territories in 2016-2017 or 2017-2018.

Review Reports Issued (NT)

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	6	0	0	6
2017-18	0	2	0	2

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in the Northwest Territories.



# REPORT ON RCMP PUBLIC COMPLAINTS

2017-18

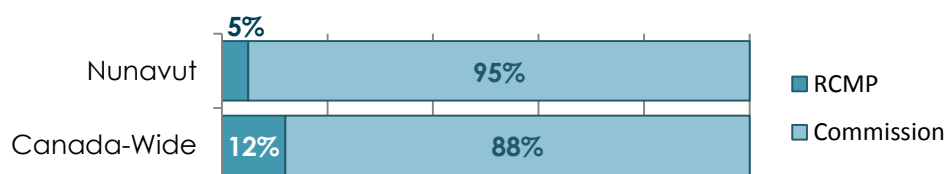
## Nunavut

- **22** complaints lodged representing **1%** of complaints lodged Canada-wide
- **4** complaints finalized representing **0.2%** of complaints finalized Canada-wide

### Public Complaints Received

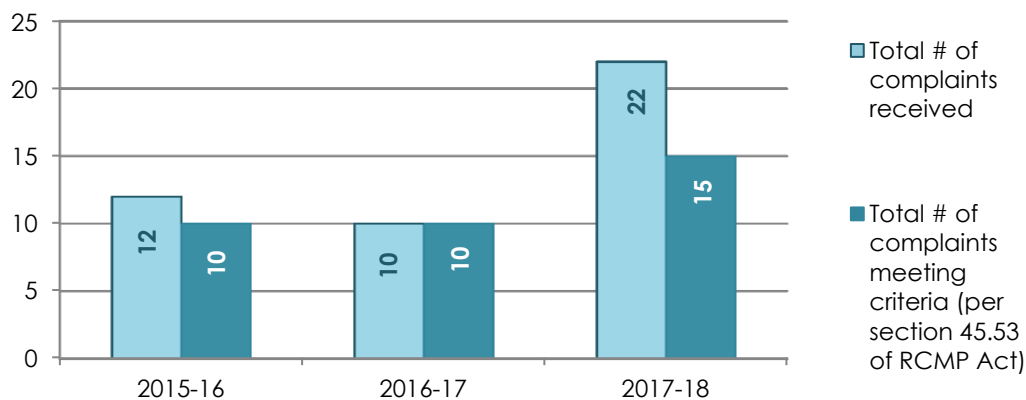
Of the **22** public complaints lodged regarding the on-duty conduct of RCMP members in Nunavut between April 1, 2017, and March 31, 2018, the Commission received **21** complaints while the RCMP received **1** complaint.

#### Complaints lodged with the Commission vs. RCMP 2017-2018



While the Commission and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

#### Public Complaints in Nunavut

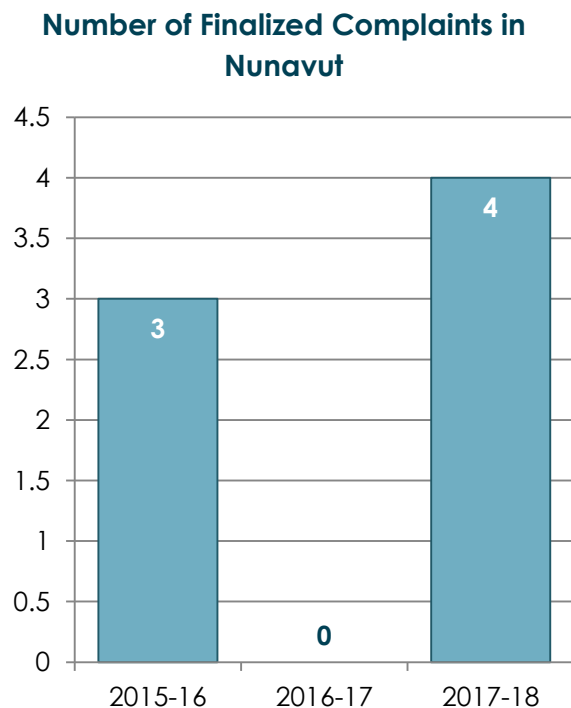


## Public Complaints Finalized

The RCMP investigates public complaints\* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

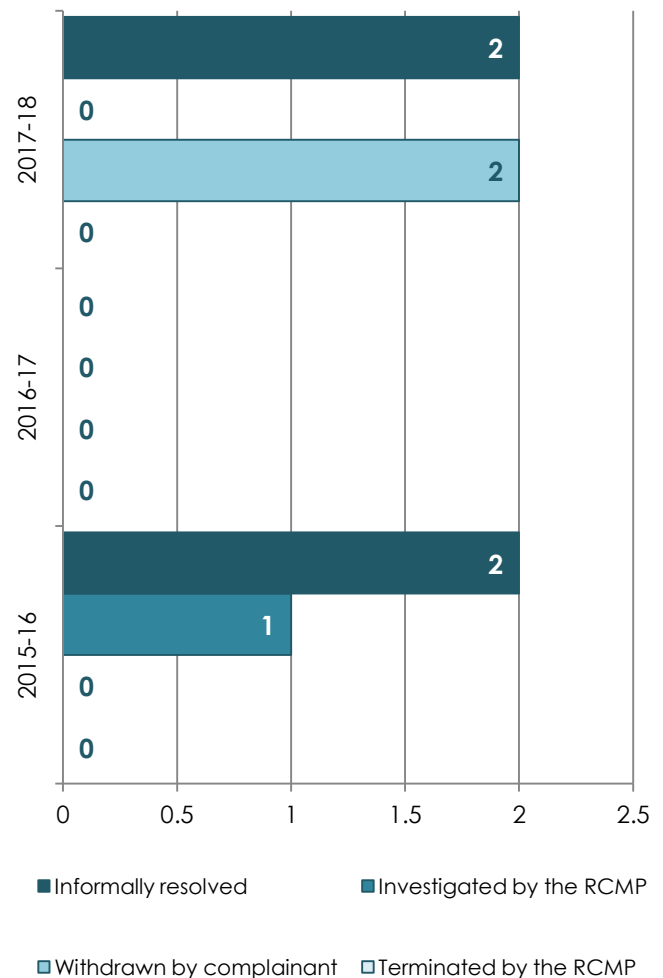
For example, a complaint that is finalized in February 2018 (FY 2017-18) may have been lodged in December 2016 (FY 2016-17).



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

### Resolution of Complaints in Nunavut\*\*



\*With the exception of public interest investigations, which are carried out by the Commission.

\*\*A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. Given that few complaints fall within this category they are not represented in the graph *Resolution of Complaints in Nunavut*.

## Finalized Complaints & Allegations

In 2017-18, the RCMP in Nunavut finalized **4** complaints containing **4** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Attitude	2	0	0	1	0	1
Neglect of Duty	2	0	0	1	0	1

In 2016-17, the RCMP in Nunavut finalized **0** complaints.

In 2015-16, the RCMP in Nunavut finalized **3** complaints containing **5** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number		Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Use of Force	2	0	2	0	0	0
Improper Attitude	1	0	0	1	0	0
Neglect of Duty	1	0	0	1	0	0
Service	1	0	0	1	0	0

## Complaints Referred to the Commission for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the Commission for review.

At any point during its review, The Commission may request that the RCMP investigate further.

If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

The Commission did not receive any new requests for review concerning complaints in Nunavut in 2016-17 or 2017-18.

Additionally, the Commission has not issued any review reports concerning public complaints in Nunavut during these same time periods.

## Chairperson-Initiated Complaints and Investigations

In 2017-18, the Commission Chairperson initiated **0** complaints and **2** public interest investigations, concerning RCMP member conduct in Nunavut.