

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 2019-2020

All Provinces and Territories

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

Canada-wide

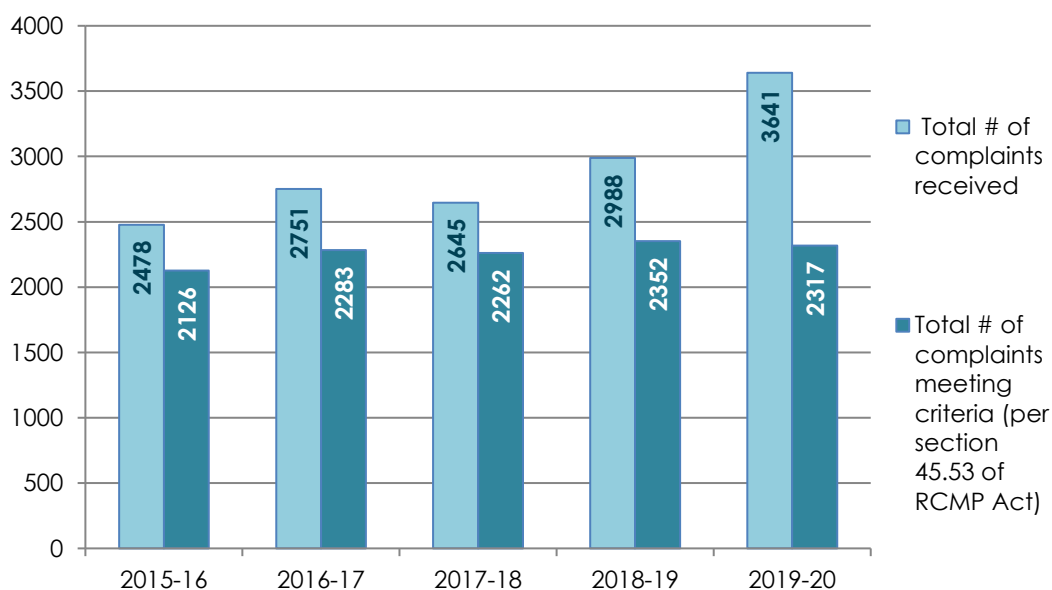
Public Complaints Received

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 2019-20 Annual Report.

Of the **3641** public complaints lodged between April 1, 2019, and March 31, 2020, the Commission received **3366** complaints while the RCMP received **274** 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.

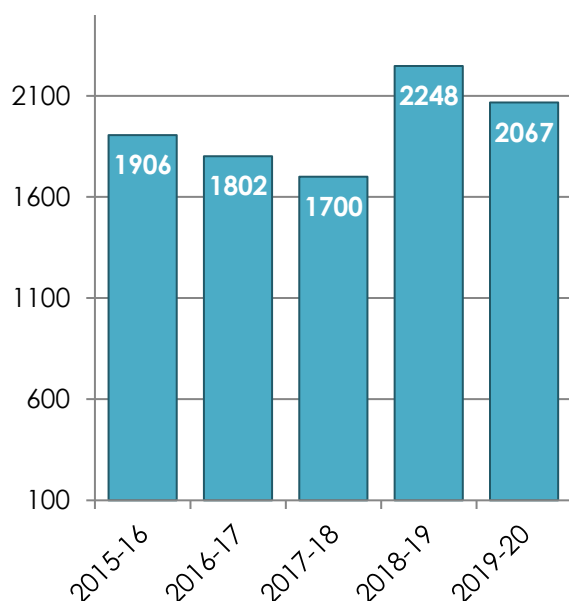
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

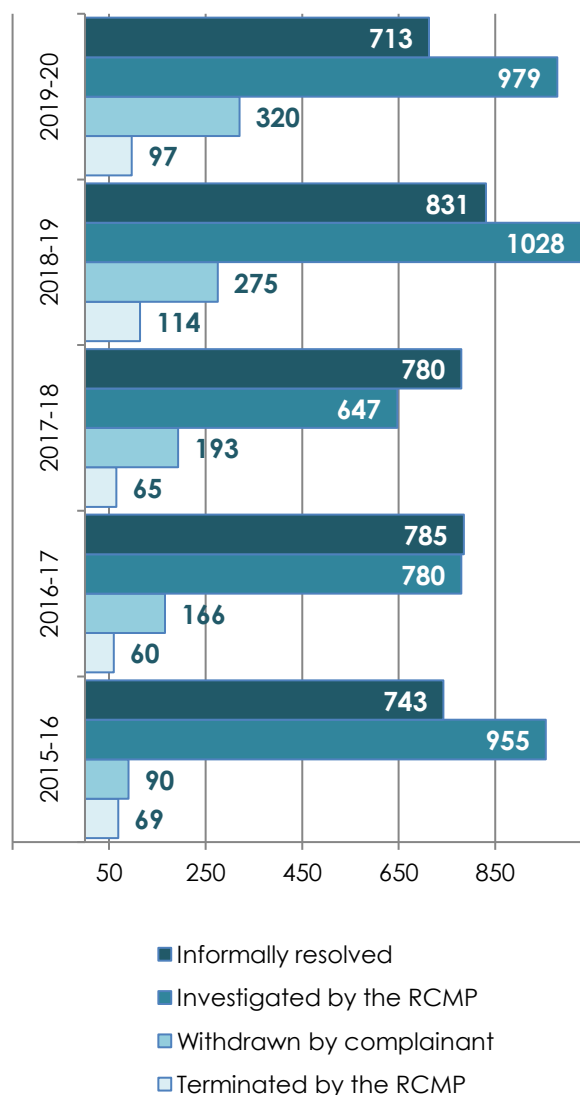
**Number of Finalized Complaints
Canada-Wide**



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
Canada-Wide****

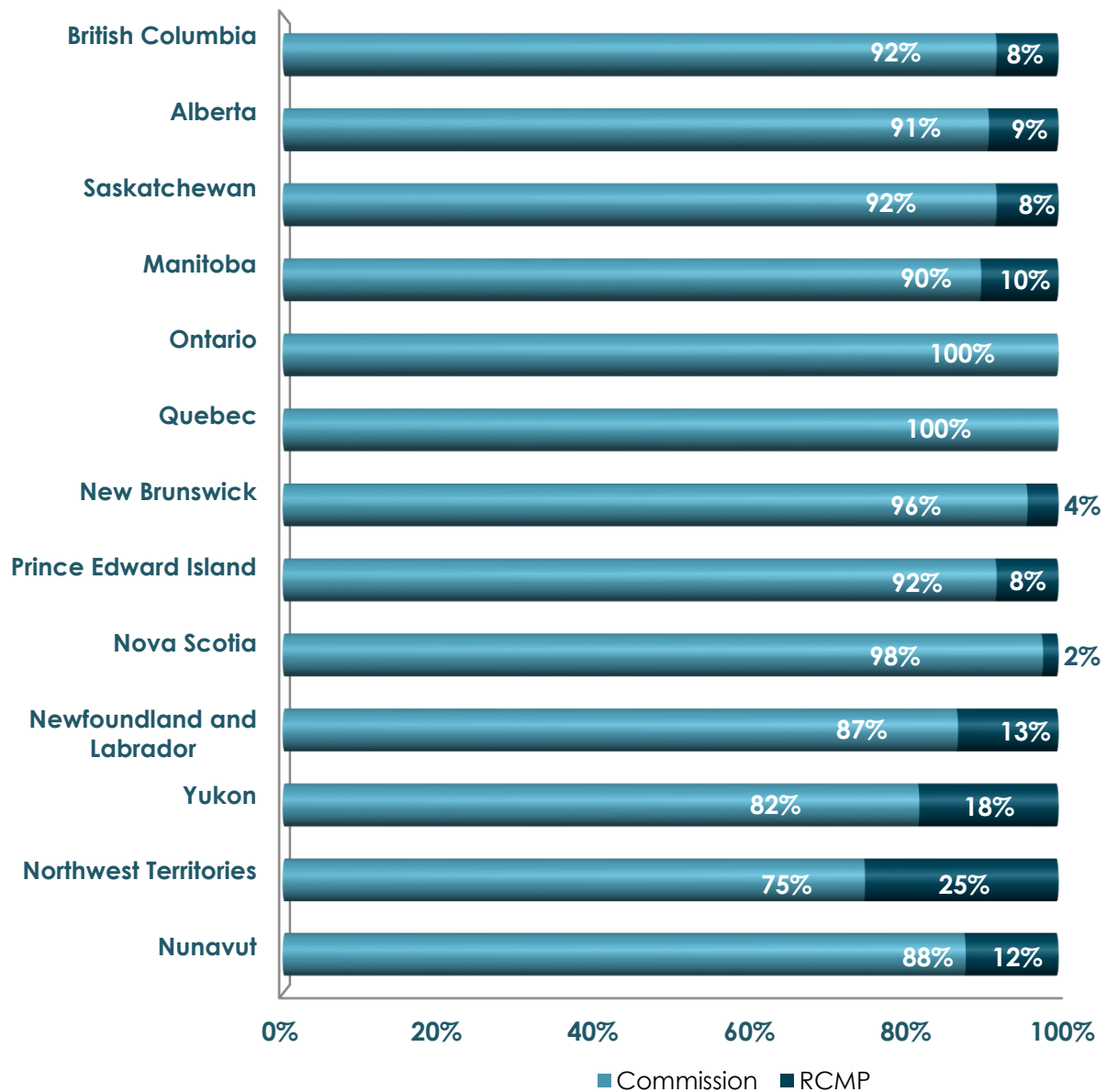


*With the exception of public interest investigations, which are carried out by the Commission.

**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 2019-20, the **2067** finalized complaint investigations contained **5510** allegations.

The top allegations Canada-wide are:

- Neglect of Duty
- Improper Attitude
- Improper use of Force
- Improper Arrest
- Improper Search of Premises

Top Three Allegations by Province 2019-2020

Province Territory	Allegation	Province Territory	Allegation
BC	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	PE	1. Improper Attitude 2. Neglect of Duty 3. Improper Use of Force
AB	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	NS	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force
SK	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	NL	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force
MB	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	YT	1. Neglect of Duty 2. Improper Use of Force 3. Mishandling of property
ON	1. Improper Attitude 2. Neglect of Duty 3. Improper Use of Force	NT	1. Neglect of Duty 2. Improper Attitude 3. Improper Arrest
QC	1. Neglect of Duty	NU	1. Neglect of Duty 2. Improper Use of Force 3. Improper Attitude
NB	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.

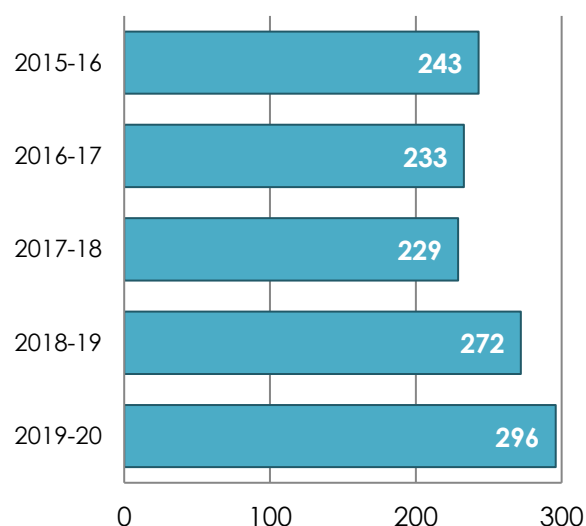
If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

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
2018-19	164	65	26	255
2019-20	313	57	24	394

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 2019-20, the Commission did not initiate any Chairperson-initiated complaints or public interest investigations.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

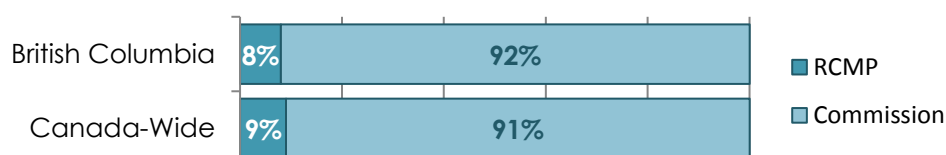
British Columbia

- **1647** complaints lodged representing **45%** of complaints lodged Canada-wide
- **1036** complaints finalized representing **50%** of complaints finalized Canada-wide

Public Complaints Received

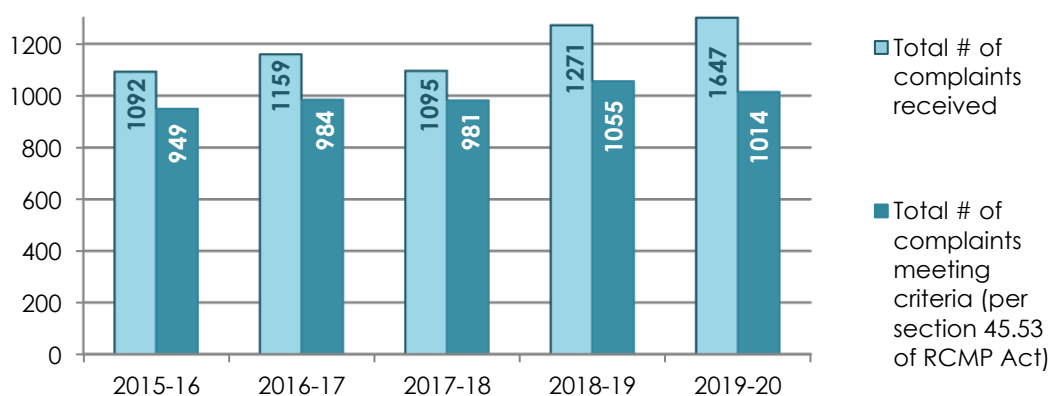
Of the **1647** public complaints lodged regarding the on-duty conduct of RCMP members in British Columbia between April 1, 2019, and March 31, 2020, the Commission received **1515** complaints while the RCMP received **132** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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

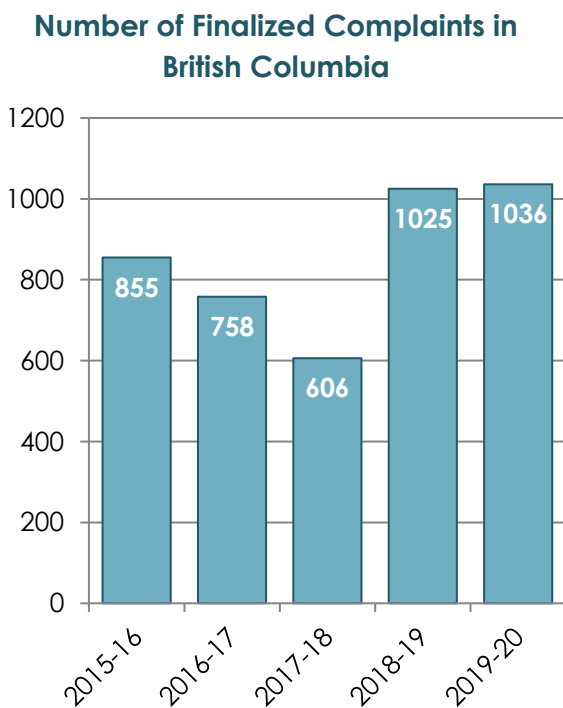


Public Complaints Finalized

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

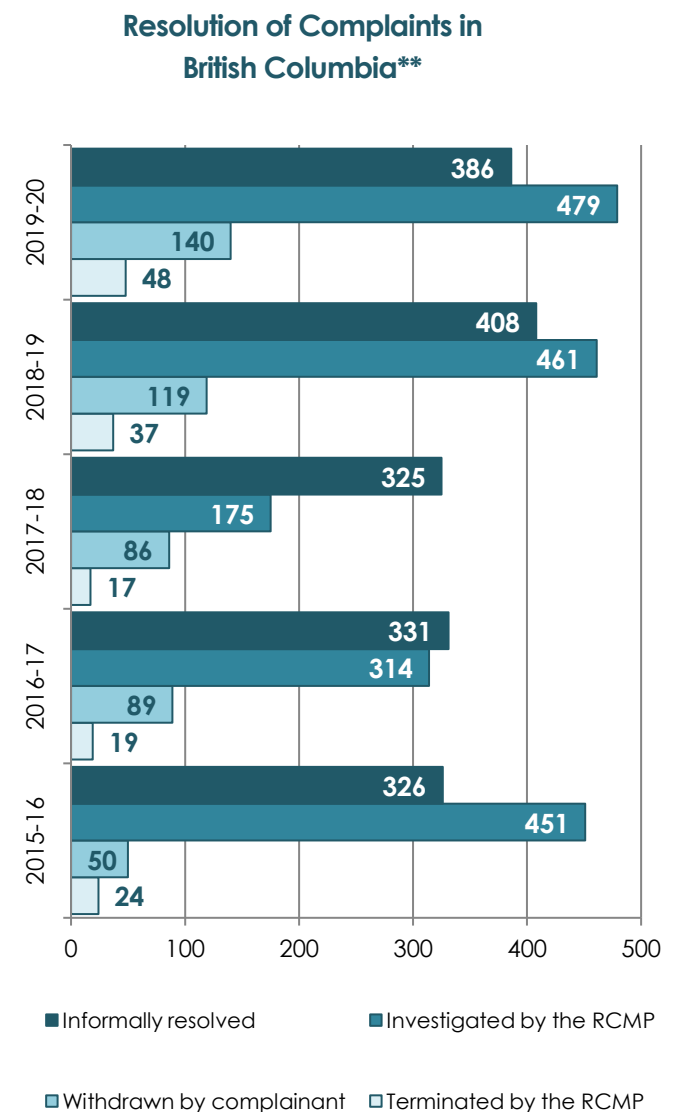
It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).



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 in British Columbia*.

Finalized Complaints & Allegations

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in British Columbia finalized **1036** complaints containing **2649** 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 1165	85	559	339	15	167
Improper Attitude 741	37	349	265	19	71
Improper Use of Force 275	0	170	60	17	28
Improper Arrest 154	3	94	36	4	17
Improper Search of Premises 74	7	58	8	1	0

In 2018-19, the RCMP in British Columbia finalized **1025** complaints containing **2314** 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 912	66	472	296	16	66
Improper Attitude 647	26	289	265	16	51
Improper Use of Force 249	5	163	55	6	20
Improper Arrest 182	4	114	47	2	15
Mishandling of Property 86	2	45	29	1	9

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.

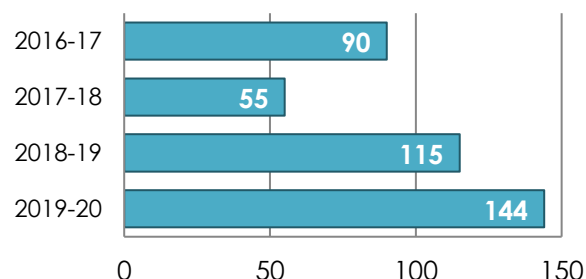
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **144** new requests for review concerning complaints in British Columbia. This represents **48%** 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
2018-19	53	17	18	88
2019-20	129	16	10	155

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in British Columbia.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

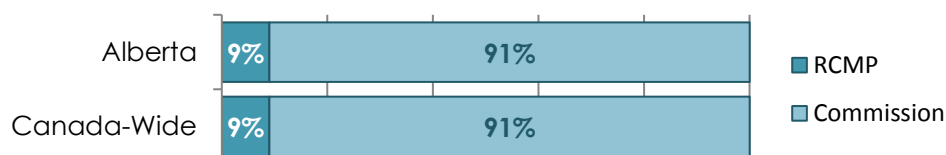
Alberta

- **739** complaints lodged representing **20%** of complaints lodged Canada-wide
- **420** complaints finalized representing **21%** of complaints finalized Canada-wide

Public Complaints Received

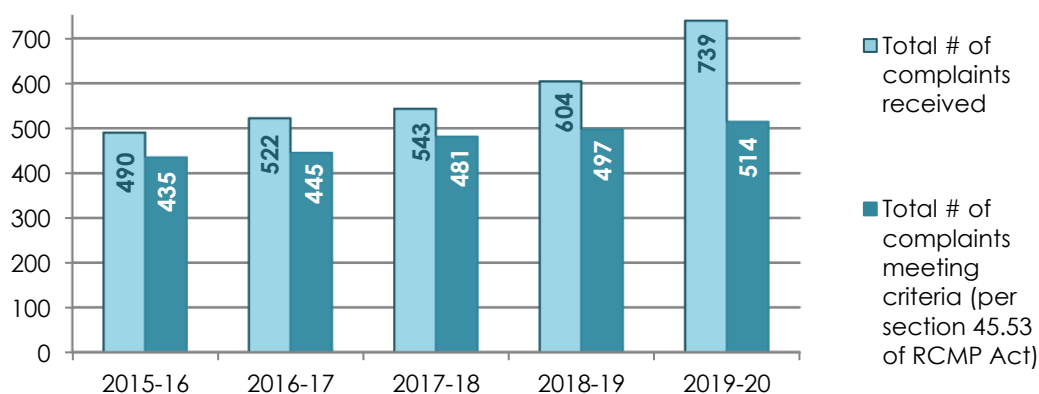
Of the **739** public complaints lodged regarding the on-duty conduct of RCMP members in Alberta between April 1, 2019, and March 31, 2020, the Commission received **673** complaints while the RCMP received **66** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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

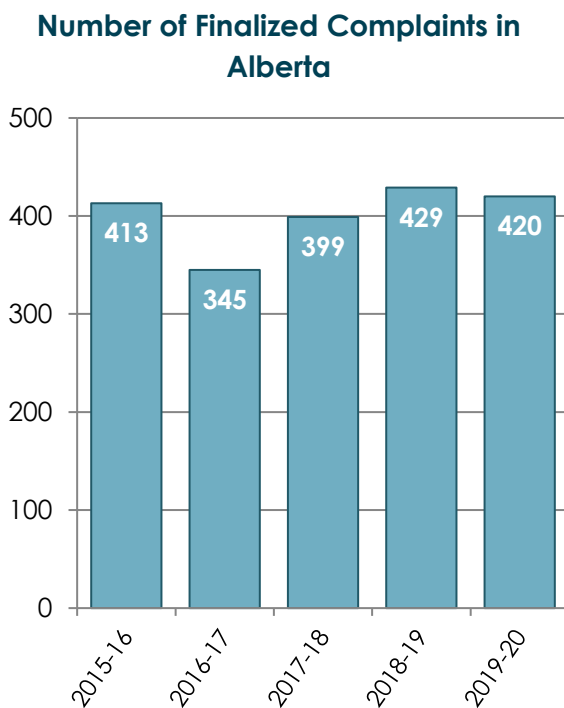


Public Complaints Finalized

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

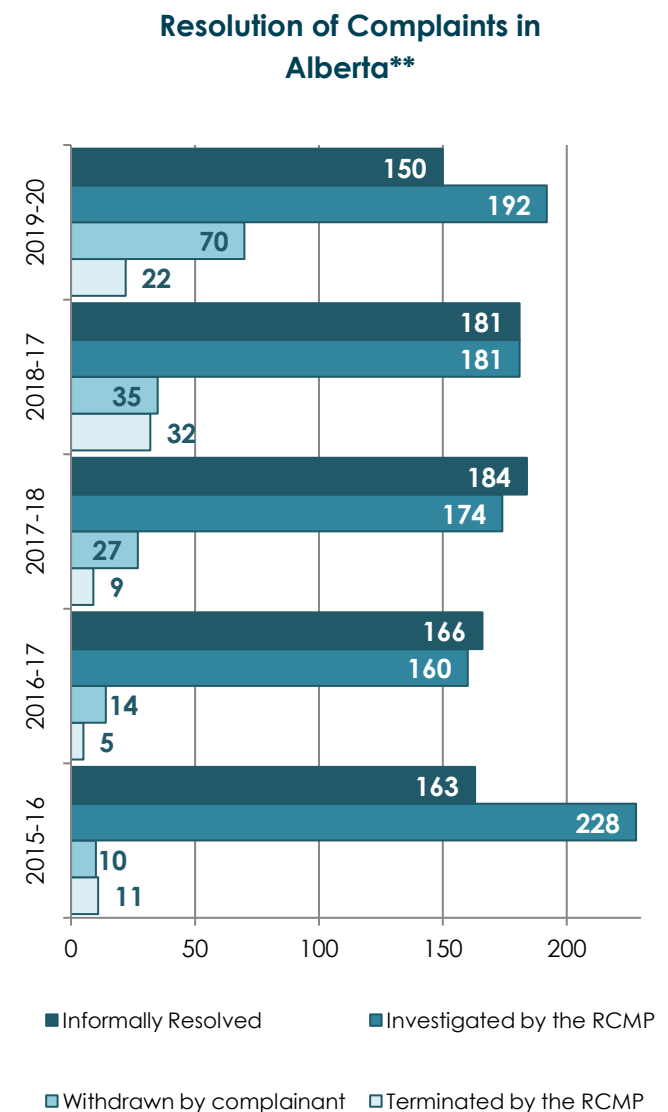
It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).



Complaints can be resolved as follows:

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



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**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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Alberta finalized **420** complaints containing **1169** 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 532	53	319	103	14	43
Improper Attitude 287	3	124	121	4	35
Improper Use of Force 88	2	54	17	8	7
Improper Arrest 75	8	53	9	2	3
Irregularity in Procedure 45	1	16	20	1	7

In 2018-19, the RCMP in Alberta finalized **429** complaints containing **1154** 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 539	36	312	144	25	22
Improper Attitude 288	5	137	132	7	7
Improper Use of Force 101	1	59	23	9	9
Irregularity in Procedure 55	7	25	13	4	6
Improper Arrest 50	4	29	11	3	3

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
Neglect of Duty 477	39	258	156	6	18
Improper Attitude 262	12	120	115	3	12
Improper Use of Force 88	4	67	17	0	0
Improper Arrest 69	2	50	12	0	5
Irregularity in Procedure 51	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
Neglect of Duty 324	30	189	97	4	4
Improper Attitude 245	11	115	113	1	5
Irregularity in Procedure 83	2	49	27	4	1
Improper Use of Force 73	1	48	20	0	4
Improper Arrest 70	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
Neglect of Duty 531	48	356	113	10	4
Improper Attitude 308	18	172	114	3	1
Irregularity in Procedure 136	11	94	30	0	1
Improper Use of Force 103	4	88	11	0	0
Improper Arrest 102	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.

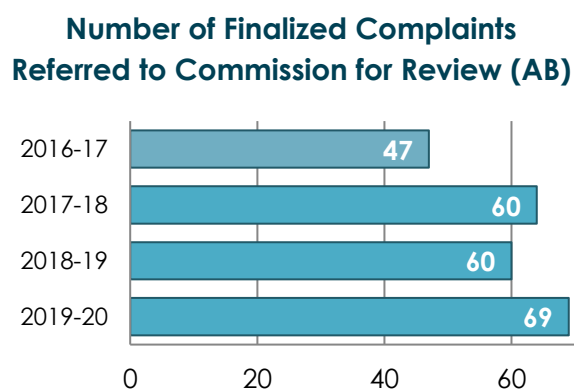
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Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

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

In 2019-20, the Commission received **69** new requests for review concerning complaints in Alberta. This represents **23%** of all new review requests received Canada-wide.



Review Reports Issued (AB)

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	36	10	2	48
2017-18	40	15	5	60
2018-19	44	6	3	53
2019-20	70	16	8	94

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Alberta.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

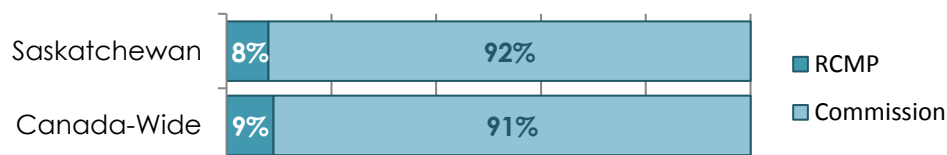
Saskatchewan

- **260** complaints lodged representing **7%** of complaints lodged Canada-wide
- **186** complaints finalized representing **9%** of complaints finalized Canada-wide

Public Complaints Received

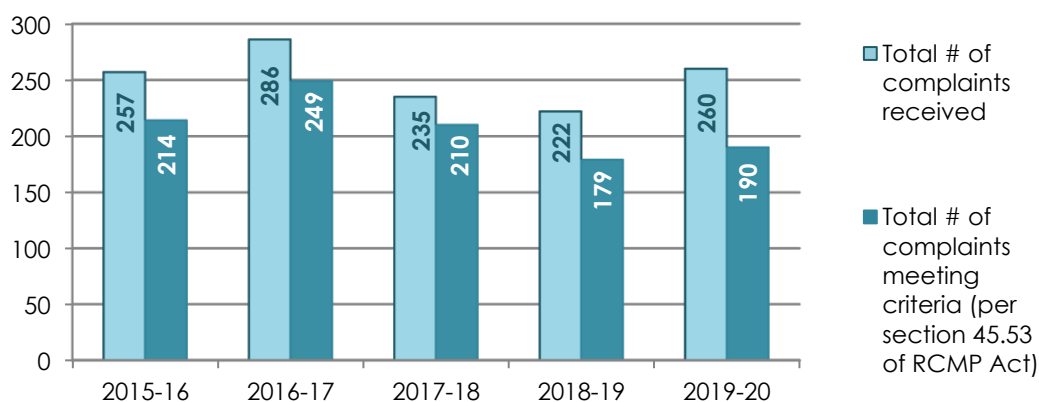
Of the **260** public complaints lodged regarding the on-duty conduct of RCMP members in Saskatchewan between April 1, 2019, and March 31, 2020, the Commission received **240** complaints while the RCMP received **20** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



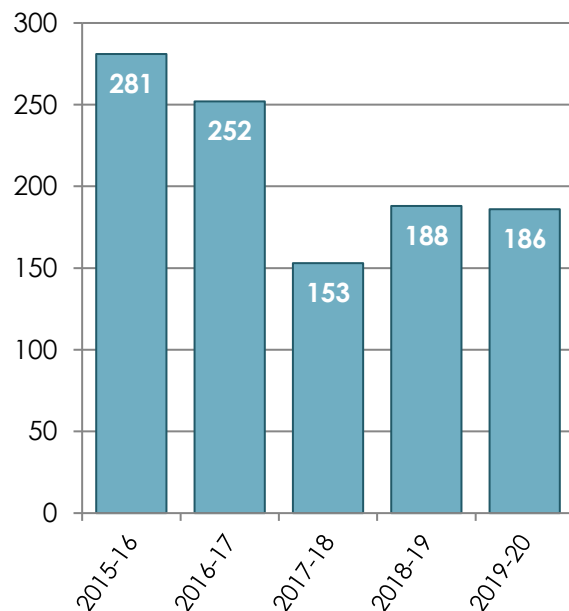
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

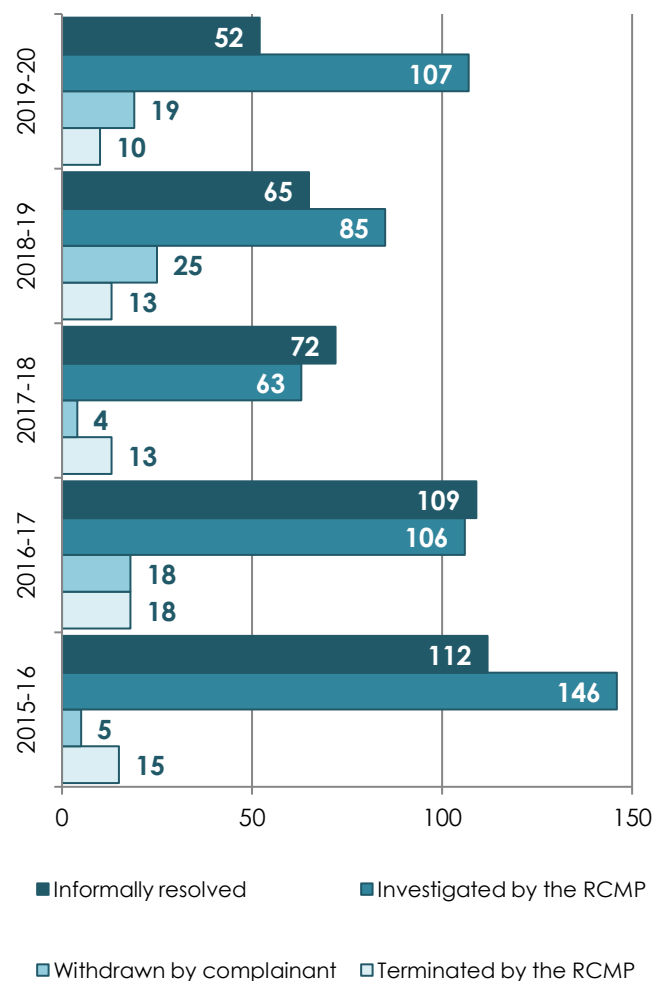
Number of Finalized Complaints in Saskatchewan



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Saskatchewan finalized **186** complaints containing **580** 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 236	14	147	42	8	25
Improper Attitude 141	0	94	33	9	5
Improper Use of Force 83	2	65	11	1	4
Improper Arrest 36	2	29	4	1	0
Improper Search of Premises 19	0	15	1	0	3

In 2018-19, the RCMP in Saskatchewan finalized **188** complaints containing **554** 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 231	18	143	45	11	14
Improper Attitude 145	2	58	66	10	9
Improper Use of Force 55	0	30	19	2	4
Improper Arrest 33	4	19	8	0	2
Improper Search of Premises 29	1	20	5	0	3

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
Neglect of Duty	206	21	112	59	13	1
Improper Attitude	148	8	89	45	6	0
Improper Use of Force	39	1	26	12	0	0
Improper Arrest	25	1	14	10	0	0
Improper Search of Premises	22	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
Neglect of Duty	289	14	179	80	9	7
Improper Attitude	161	9	75	69	7	1
Improper Use of Force	78	1	57	16	2	2
Improper Arrest	55	4	32	14	1	4
Irregularity in Procedure	37	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
Neglect of Duty	355	17	247	84	7	0
Improper Attitude	170	6	80	78	4	2
Improper Use of Force	130	0	104	22	4	0
Improper Arrest	56	0	37	16	3	0
Oppressive Conduct	52	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.

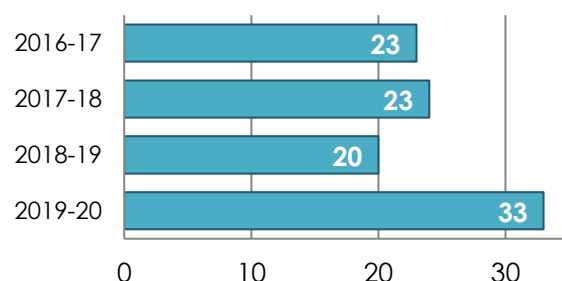
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **33** new requests for review concerning complaints in Saskatchewan. This represents **11%** 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
2018-19	16	4	1	21
2019-20	28	7	2	37

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Saskatchewan.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

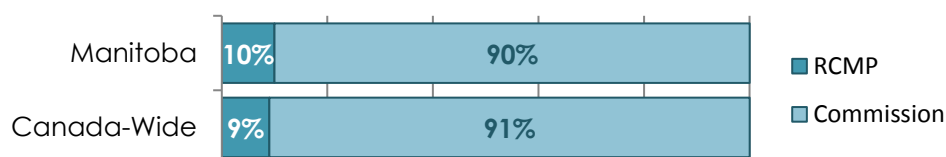
Manitoba

- **210** complaints lodged representing **6%** of complaints lodged Canada-wide
- **132** complaints finalized representing **6%** of complaints finalized Canada-wide

Public Complaints Received

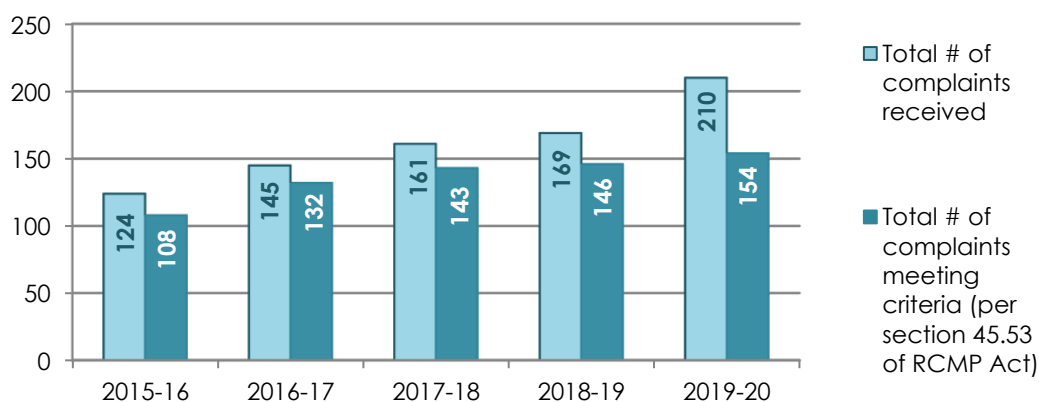
Of the **210** public complaints lodged regarding the on-duty conduct of RCMP members in Manitoba between April 1, 2019, and March 31, 2020, the Commission received **190** complaints while the RCMP received **20** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



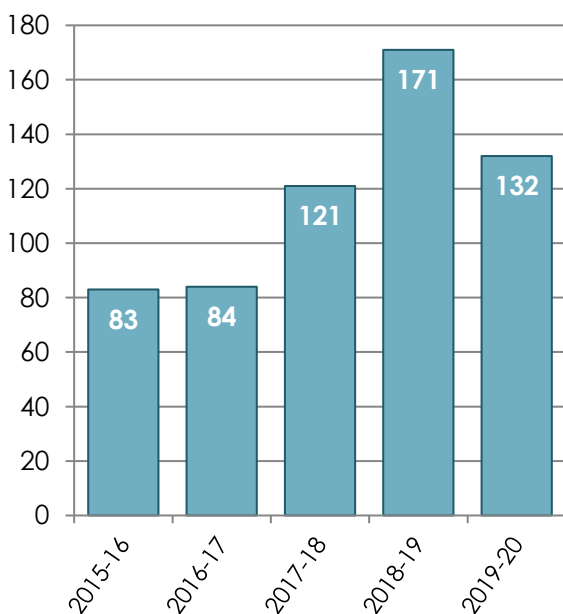
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

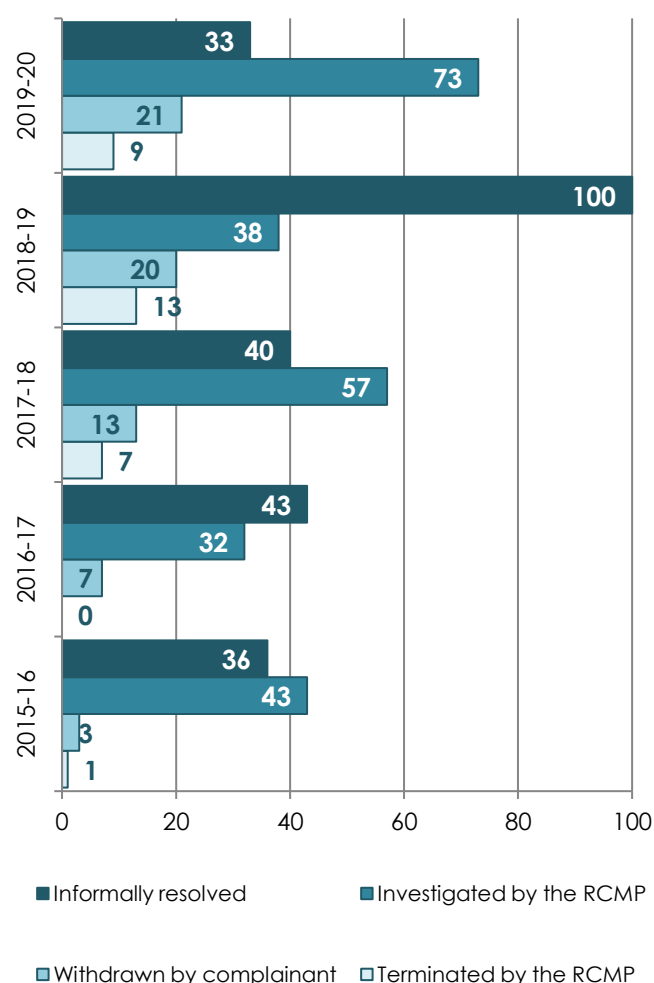
Number of Finalized Complaints in Manitoba



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Manitoba finalized **132** complaints containing **423** 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 184	10	113	34	2	25
Improper Attitude 123	7	75	29	4	8
Improper Use of Force 55	1	41	2	9	2
Improper Arrest 25	2	19	3	1	0
Improper Search of Premise 16	0	11	0	1	4

In 2018-19, the RCMP in Manitoba finalized **171** complaints containing **445** 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 160	1	105	28	7	19
Improper Attitude 139	1	93	30	1	10
Improper Use of Force 45	0	31	1	5	8
Improper Arrest 34	3	30	0	0	1
Mishandling of Property 16	2	8	6	0	0

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.

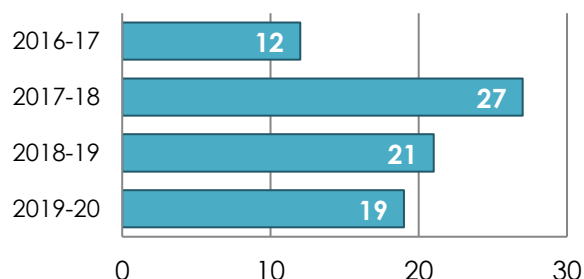
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **19** new requests for review concerning complaints in Manitoba. This represents **6%** 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
2018-19	16	6	0	22
2019-20	25	2	0	27

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Manitoba.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

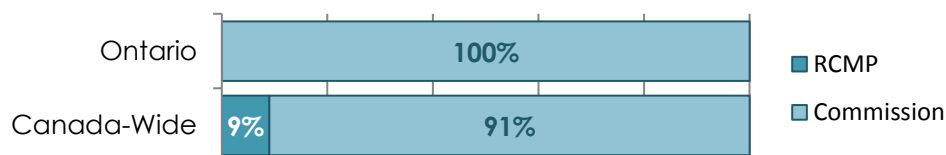
Ontario

- **133** complaints lodged representing **4%** of complaints lodged Canada-wide
- **25** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

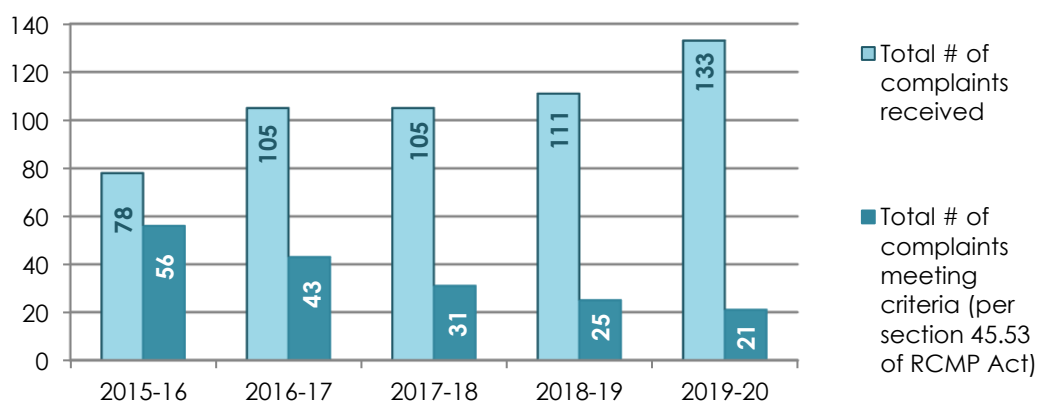
Of the **133** public complaints lodged regarding the on-duty conduct of RCMP members in Ontario between April 1, 2019, and March 31, 2020, the Commission received **100** complaints while the RCMP received **0** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



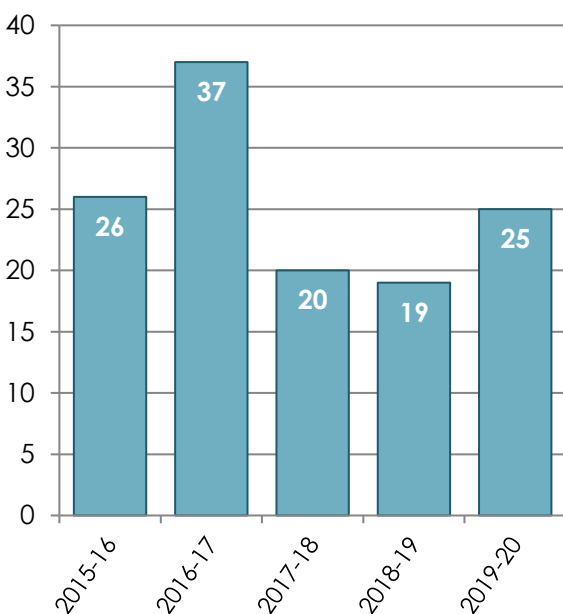
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

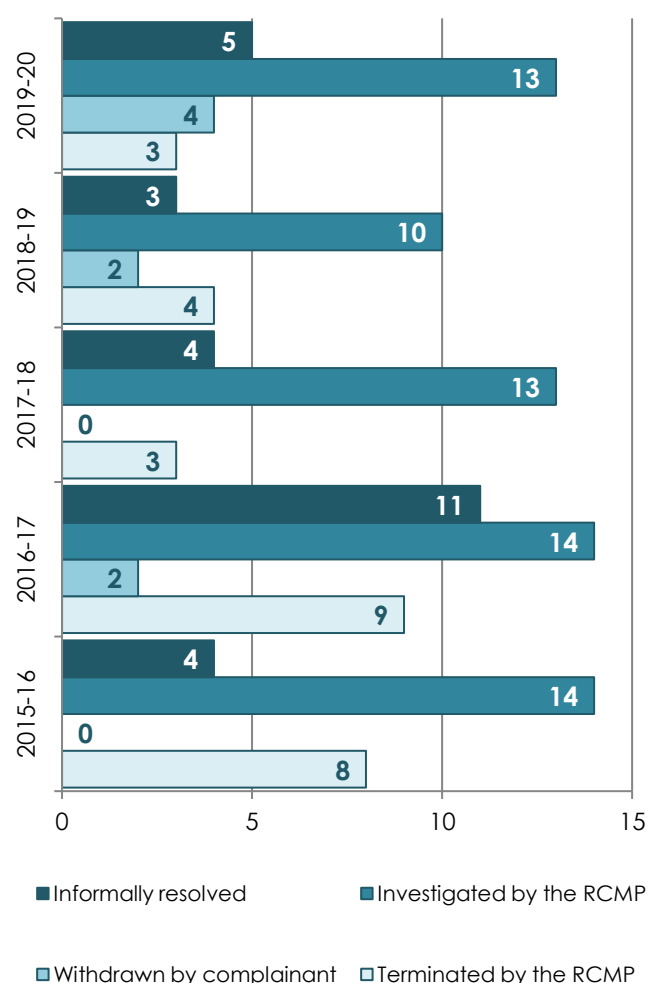
Number of Finalized Complaints in Ontario



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Ontario finalized **25** 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 18	1	13	3	1	0
Neglect of Duty 11	0	5	2	0	4
Improper Use of Force 6	3	2	0	1	0
Mishandling of Property 6	1	4	1	0	0
Improper Arrest 5	0	4	1	0	0

In 2018-19, the RCMP in Ontario finalized **19** complaints containing **45** 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 18	0	11	2	1	4
Improper Attitude 17	1	7	2	2	5
Improper Arrest 6	0	2	0	0	4
Improper Use of Force 2	0	1	0	1	0
Mishandling of Property 1	0	1	0	0	0

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.

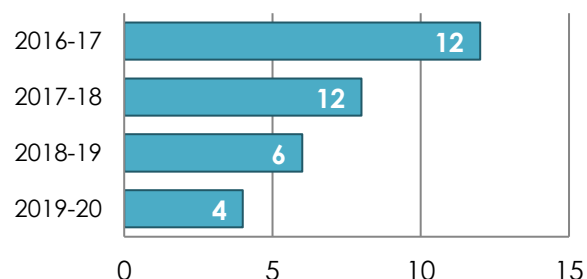
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **4** new requests for review concerning complaints in Ontario. This represents **1%** 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
2018-19	10	0	0	10
2019-20	5	1	0	6

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Ontario.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

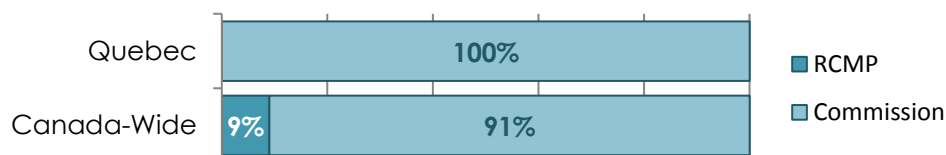
Quebec

- **55** complaints lodged representing **2%** of complaints lodged Canada-wide
- **1** complaints finalized representing **0.05%** of complaints finalized Canada-wide

Public Complaints Received

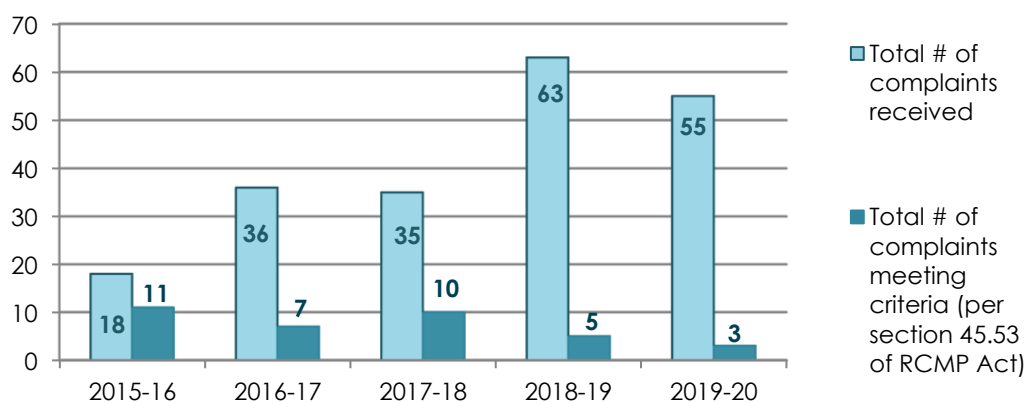
Of the **55** public complaints lodged regarding the on-duty conduct of RCMP members in Quebec between April 1, 2019, and March 31, 2020, the Commission received **55** complaints while the RCMP received **0** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



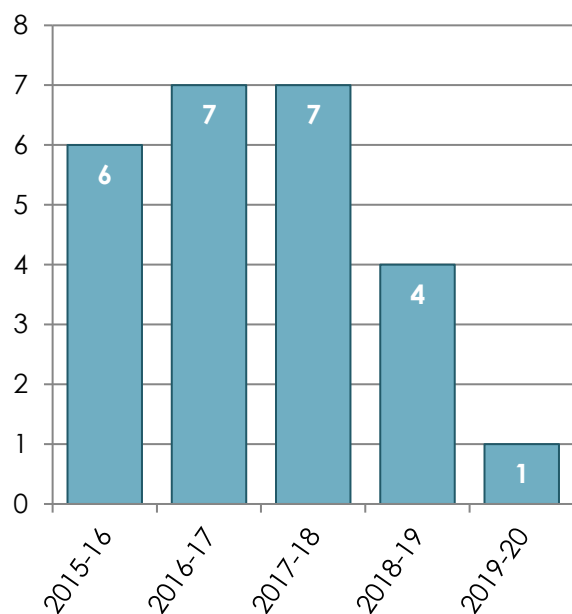
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

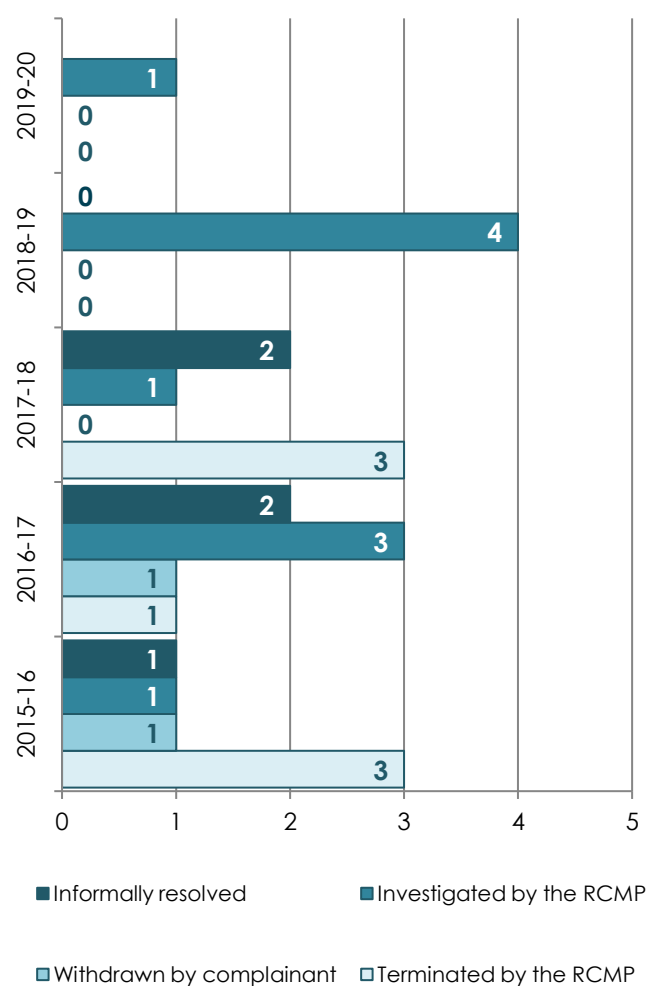
Number of Finalized Complaints in Quebec



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Quebec finalized **1** complaint containing **2** 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 2	0	2	0	0	0

In 2018-19, the RCMP in Quebec finalized **4** complaints containing **6** 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 5	0	5	0	0	0
Irregularity in Procedure 1	0	1	0	0	0

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
Irregularity - Evidence	9	1	8	0	0	0
Neglect of Duty	7	0	5	0	2	0
Improper Attitude	2	0	0	1	1	0
Irregularity in Procedure	2	0	1	0	1	0
Driving Irregularity	1	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
Improper Attitude	5	0	2	3	0	0
Neglect of Duty	2	0	2	0	0	0
Improper Arrest	1	0	1	0	0	0
Driving Irregularity	1	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
Improper Attitude	4	0	0	1	3	0
Policy	3	0	0	0	3	0
Neglect of Duty	1	0	1	0	0	0
Improper Persons or Vehicles Search	1	0	1	0	0	0
Improper search of premises	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.

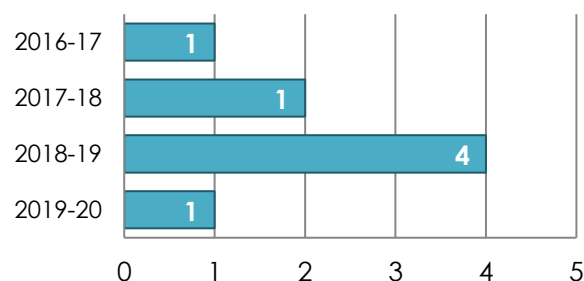
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **1** new requests for review concerning complaints in Quebec. This represents less than **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
2018-19	0	1	0	1
2019-20	1	0	0	1

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Quebec.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

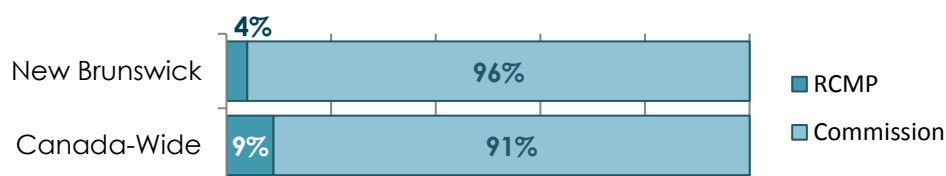
New Brunswick

- **173** complaints lodged representing **5%** of complaints lodged Canada-wide
- **95** complaints finalized representing **5%** of complaints finalized Canada-wide

Public Complaints Received

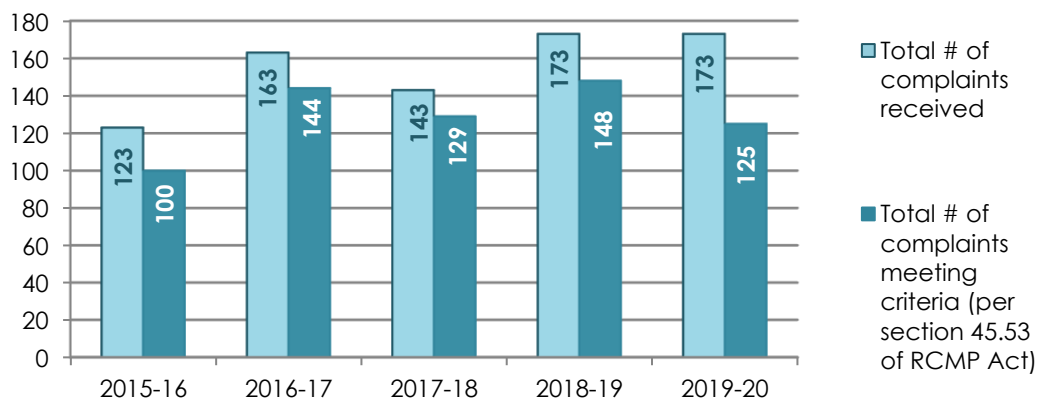
Of the **173** public complaints lodged regarding the on-duty conduct of RCMP members in New Brunswick between April 1, 2019, and March 31, 2020, the Commission received **166** complaints while the RCMP received **6** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



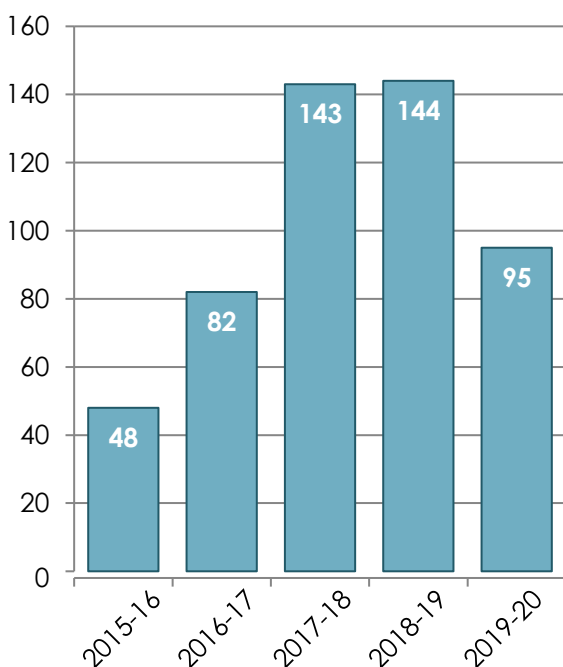
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

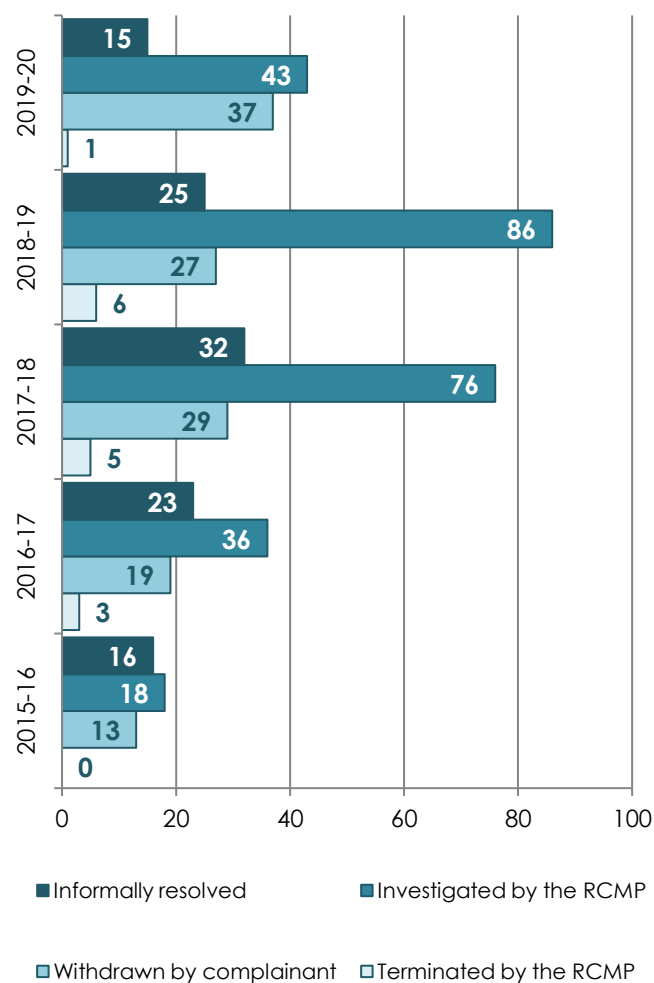
Number of Finalized Complaints in New Brunswick



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in New Brunswick finalized **95** complaints containing **204** 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 96	1	56	11	3	25
Improper Attitude 44	4	18	9	0	13
Improper Use of Force 28	0	15	3	0	10
Improper Arrest 12	0	5	0	0	7
Mishandling of Property 10	0	4	3	0	3

In 2018-19, the RCMP in New Brunswick finalized **144** complaints containing **387** 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 199	17	97	35	3	47
Improper Attitude 105	1	66	19	4	15
Improper Use of Force 33	0	19	1	1	12
Improper Arrest 26	0	11	3	0	12
Mishandling of Property 6	0	5	1	0	0

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.

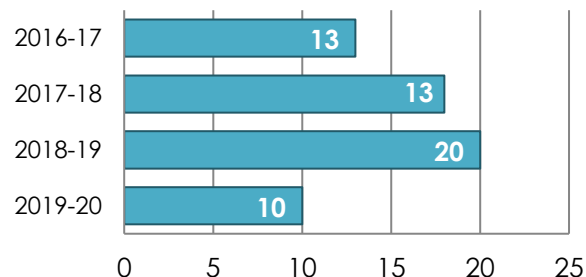
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **10** new requests for review concerning complaints in New Brunswick. This represents **3%** 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
2018-19	10	25	0	35
2019-20	27	4	1	32

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in New Brunswick.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

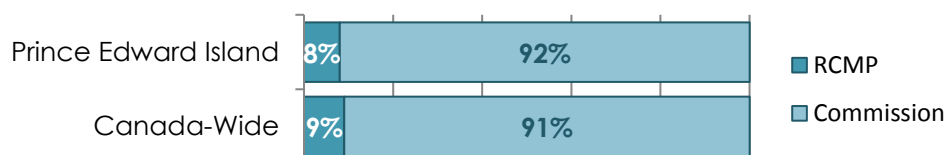
Prince Edward Island

- **13** complaints lodged representing **0.4%** of complaints lodged Canada-wide
- **7** complaints finalized representing **0.3%** of complaints finalized Canada-wide

Public Complaints Received

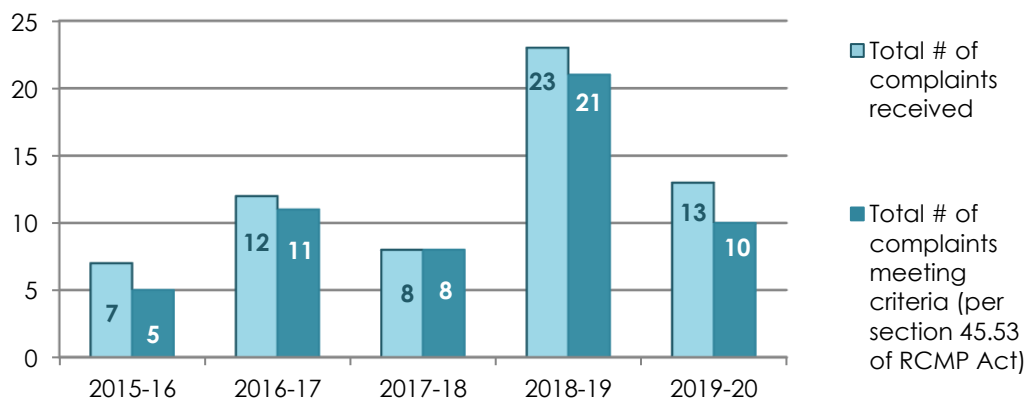
Of the **13** public complaints lodged regarding the on-duty conduct of RCMP members in Prince Edward Island between April 1, 2019, and March 31, 2020, the Commission received **12** complaints while the RCMP received **1** complaint.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



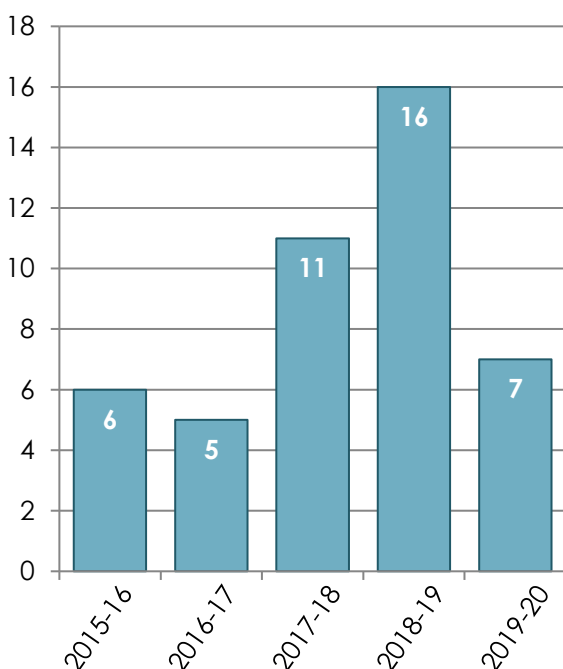
Public Complaints Finalized

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 2019 (FY 2018-19) may have been lodged in December 2017 (FY 2017-18).

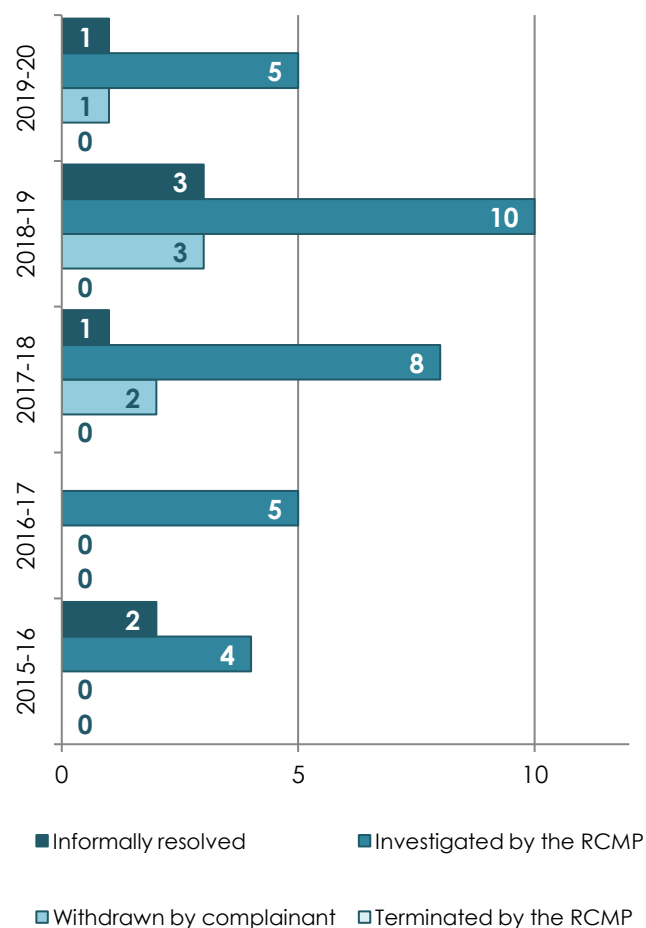
Number of Finalized Complaints in Prince Edward Island



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Prince Edward Island finalized **7** complaints containing **20** 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 9	1	6	2	0	0
Neglect of Duty 7	4	2	0	0	1
Improper Use of Force 3	0	3	0	0	0
Improper Arrest 1	0	1	0	0	0

In 2018-19, the RCMP in Prince Edward Island finalized **16** complaints containing **49** 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 22	0	18	0	4	0
Improper Attitude 11	2	5	3	0	1
Improper Use of Firearms 5	0	5	0	0	0
Improper Use of Force 4	0	1	1	0	2
Mishandling of Property 3	0	3	0	0	0

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.

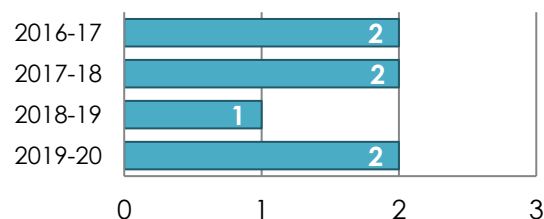
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, 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
2018-19	2	0	0	2
2019-20	2	1	0	3

Chairperson-Initiated Complaints and Investigations

In 2019-20, 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

2019-20

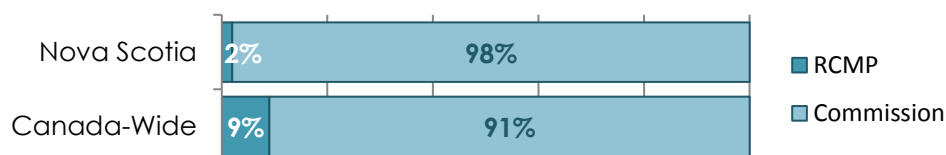
Nova Scotia

- **219** complaints lodged representing **6%** of complaints lodged Canada-wide
- **77** complaints finalized representing **4%** of complaints finalized Canada-wide

Public Complaints Received

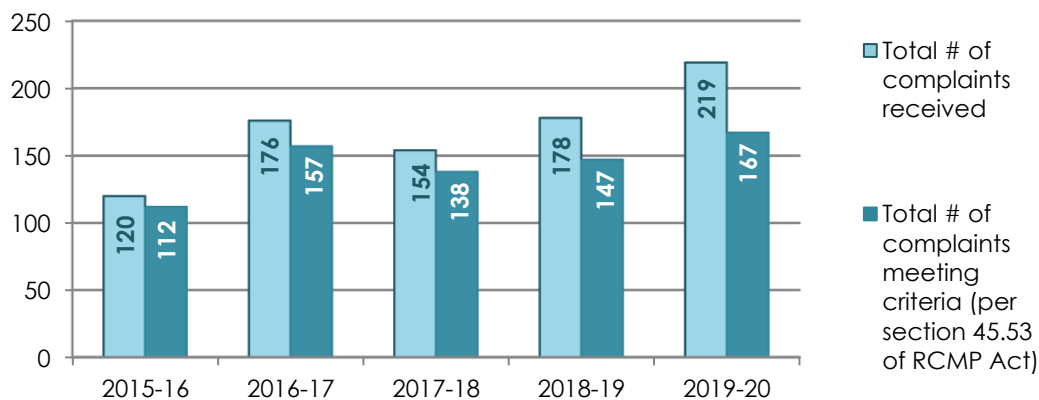
Of the **219** public complaints lodged regarding the on-duty conduct of RCMP members in Nova Scotia between April 1, 2019, and March 31, 2020, the Commission received **215** complaints while the RCMP received **4** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



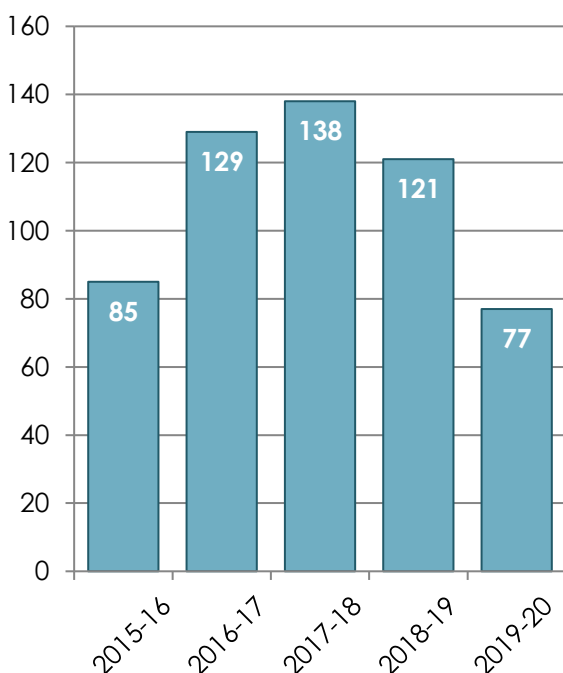
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

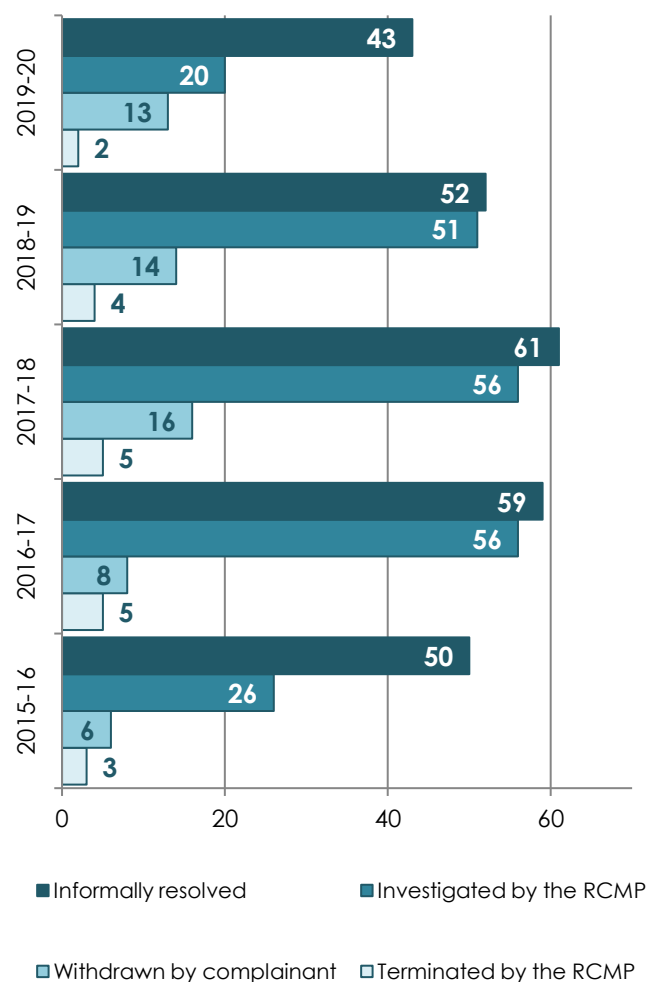
Number of Finalized Complaints in Nova Scotia



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Nova Scotia finalized **77** complaints containing **172** 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 77	6	26	34	0	11
Improper Attitude 53	0	22	25	1	5
Improper Use of Force 13	0	6	4	0	3
Irregularity in Procedure 11	0	6	4	0	1
Mishandling of Property 4	0	4	0	0	0

In 2018-19, the RCMP in Nova Scotia finalized **121** complaints containing **281** 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 126	6	70	38	2	10
Improper Attitude 87	1	38	41	2	5
Improper Use of Force 25	0	14	7	1	3
Improper Search of Premises 13	0	10	3	0	0
Mishandling of Property 9	6	0	3	0	0

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.

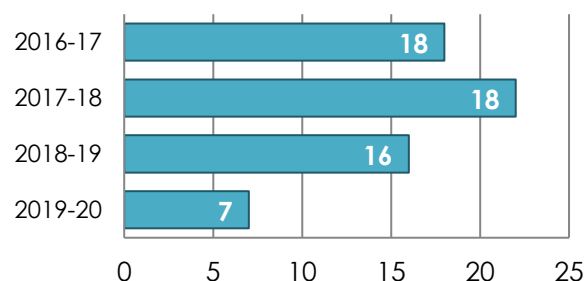
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **7** new requests for review concerning complaints in Nova Scotia. This represents **2%** 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
2018-19	9	3	0	12
2019-20	17	4	3	24

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Nova Scotia.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

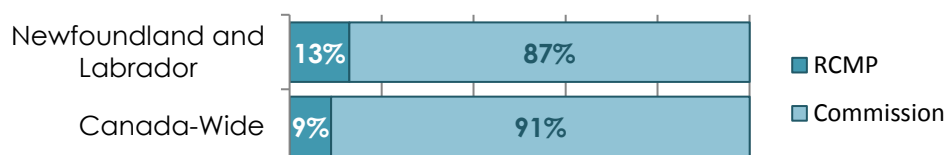
Newfoundland and Labrador

- **68** complaints lodged representing **2%** of complaints lodged Canada-wide
- **32** complaints finalized representing **2%** of complaints finalized Canada-wide

Public Complaints Received

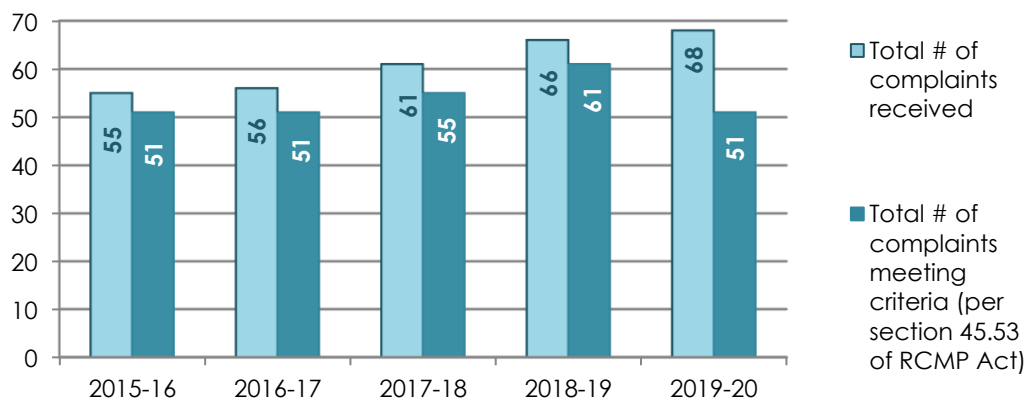
Of the **68** public complaints lodged regarding the on-duty conduct of RCMP members in Newfoundland and Labrador between April 1, 2019, and March 31, 2020, the Commission received **59** complaints while the RCMP received **9** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



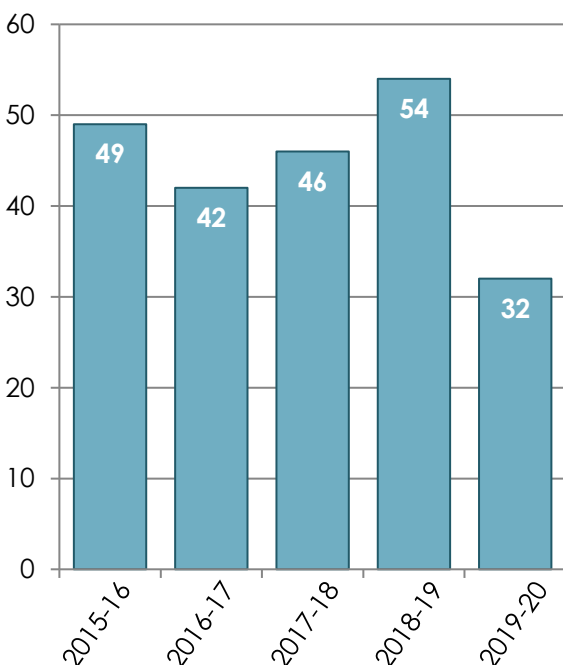
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

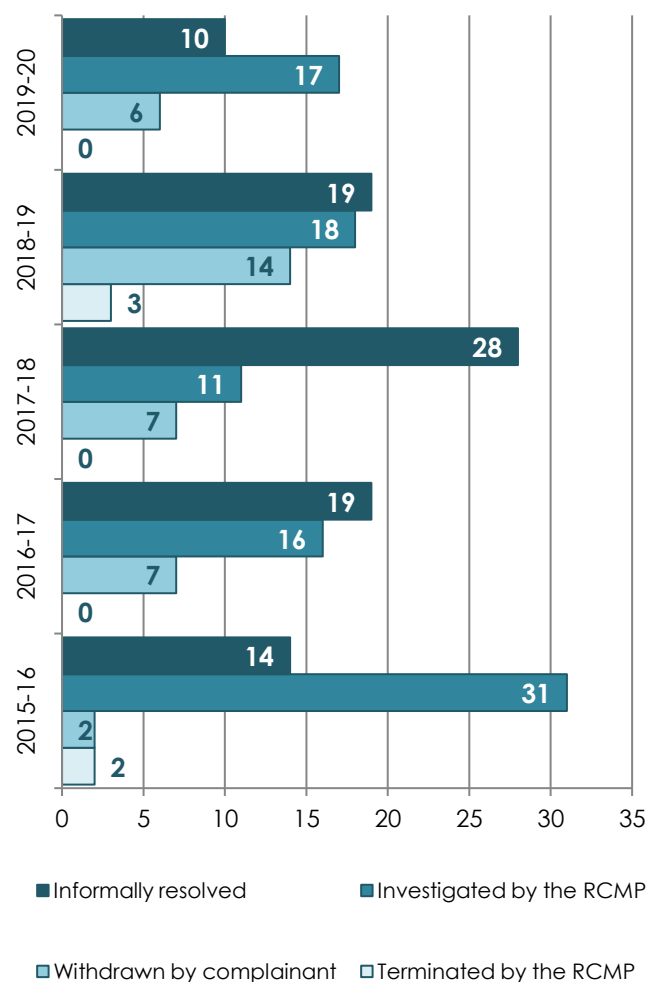
Number of Finalized Complaints in Newfoundland and Labrador



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Newfoundland and Labrador finalized **32** complaints containing **79** 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 39	0	19	8	0	12
Improper Attitude 26	1	12	6	0	7
Improper Use of Force 4	0	1	0	0	3
Improper Arrest 3	0	2	1	0	0
Mishandling of Property 3	0	2	1	0	0

In 2018-19, the RCMP in Newfoundland and Labrador finalized **54** complaints containing **128** 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 57	0	16	20	2	19
Improper Attitude 28	1	10	14	0	3
Improper Use of Force 16	0	12	0	0	4
Improper Arrest 15	2	10	3	0	0
Improper Search of Premises 4	0	1	2	0	1

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.

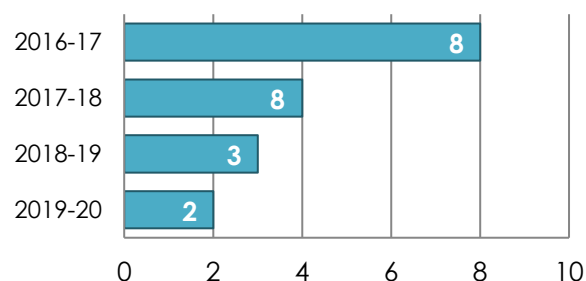
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **2** new requests for review concerning complaints in Newfoundland and Labrador. This represents **1%** 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
2018-19	4	2	1	7
2019-20	6	2	0	8

Chairperson-Initiated Complaints and Investigations

In 2019-20, 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

2019-20

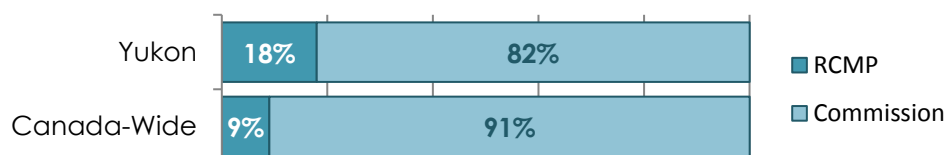
Yukon

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

Public Complaints Received

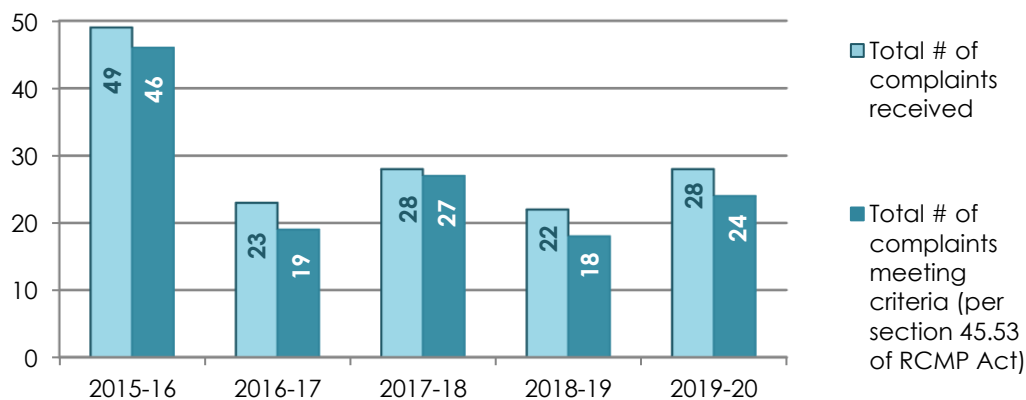
Of the **28** public complaints lodged regarding the on-duty conduct of RCMP members in Yukon between April 1, 2019, and March 31, 2020, the Commission received **23** complaints while the RCMP received **5** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



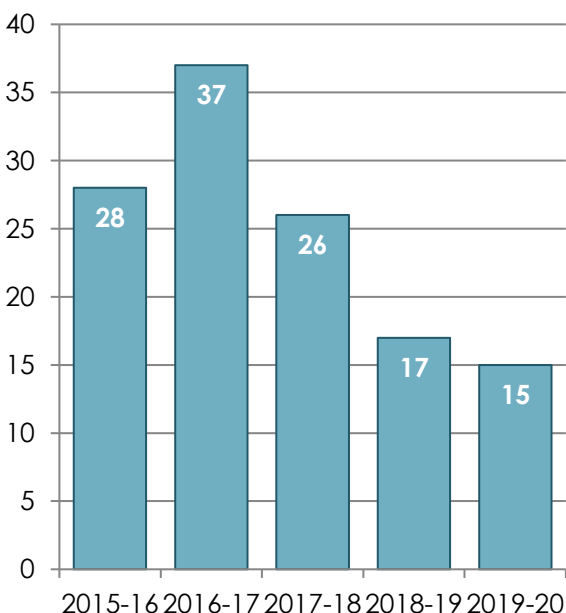
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

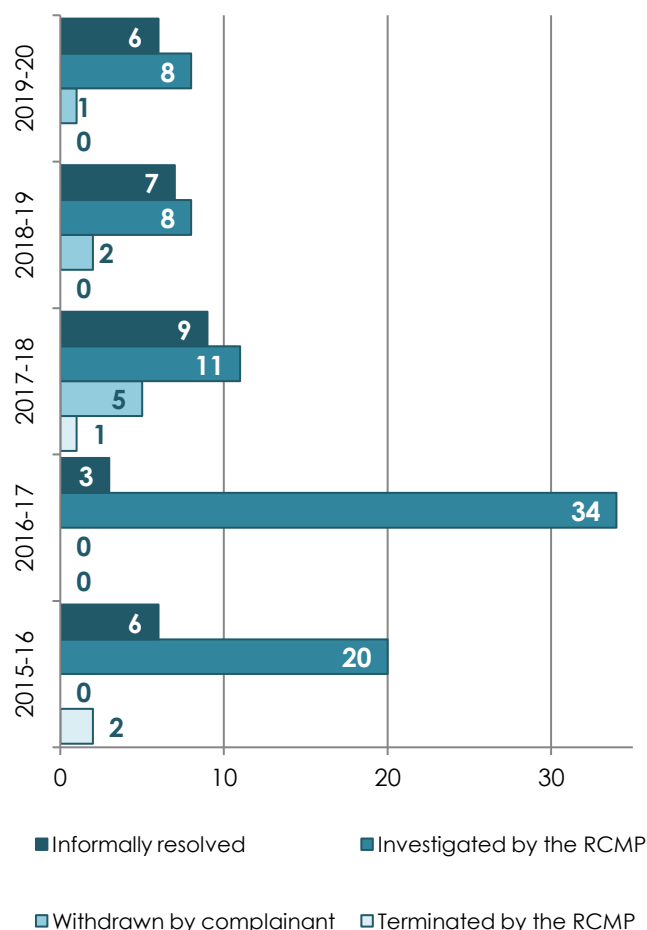
Number of Finalized Complaints in Yukon



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Yukon finalized **15** complaints containing **42** 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	2	9	5	0	0
Improper Use of Force 8	0	7	1	0	0
Mishandling of Property 8	0	8	0	0	0
Improper Attitude 7	0	3	3	0	1
Improper Arrest 2	0	2	0	0	0

In 2018-19, the RCMP in Yukon finalized **17** complaints containing **45** 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	9	6	0	0
Neglect of Duty 14	0	11	3	0	0
Mishandling of Property 5	1	4	0	0	0
Improper Use of Force 4	0	2	2	0	0
Irregularity in Procedure 4	0	3	1	0	0

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
Neglect of Duty 19	1	14	3	0	1
Improper Use of Force 8	0	4	4	0	0
Improper Attitude 5	0	2	2	0	1
Mishandling of Property 2	0	2	0	0	0
Irregularity - Evidence 1	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
Neglect of Duty 54	3	50	1	0	0
Improper Attitude 33	2	26	4	1	0
Improper Use of Force 7	0	7	0	0	0
Driving Irregularity 7	1	6	0	0	0
Irregularity in Procedure 4	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
Neglect of Duty 33	2	24	6	1	0
Improper Attitude 12	2	7	3	0	0
Irregularity in Procedure 10	2	4	3	1	0
Improper Arrest 5	0	3	0	2	0
Improper Use of Force 3	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.

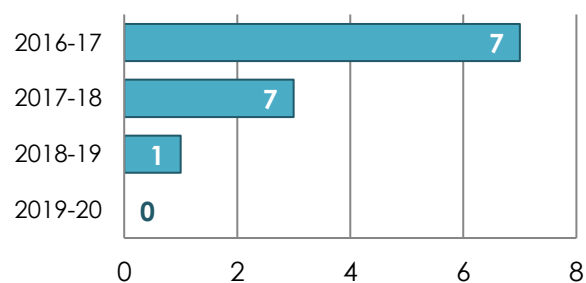
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2019-20, the Commission received **0** new request for review concerning complaints in Yukon.

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
2018-19	0	1	3	4
2019-20	0	2	0	2

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Yukon.

REPORT ON RCMP PUBLIC COMPLAINTS

2019-20

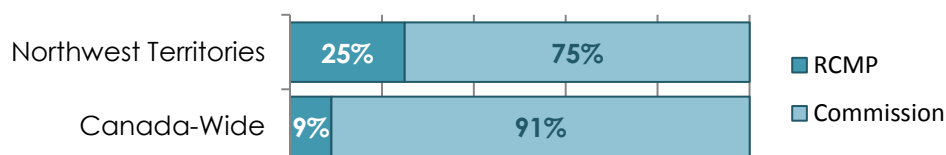
Northwest Territories

- **32** complaints lodged representing **1%** of complaints lodged Canada-wide
- **19** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

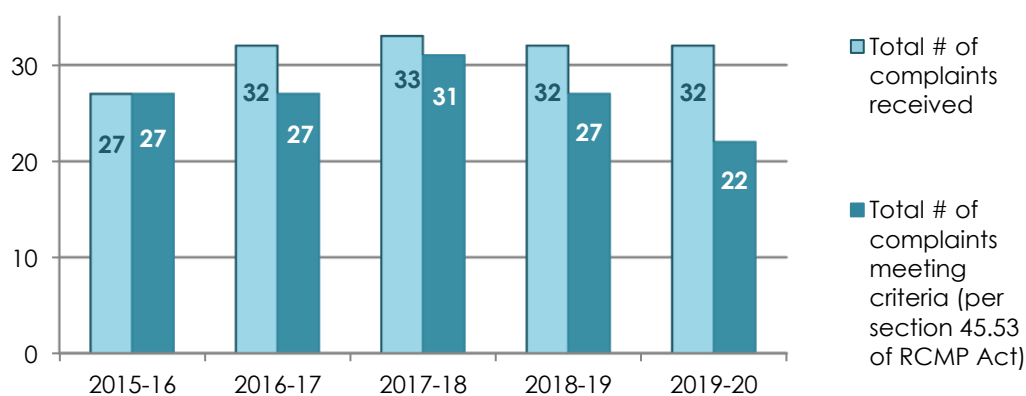
Of the **32** public complaints lodged regarding the on-duty conduct of RCMP members in Northwest Territories between April 1, 2019, and March 31, 2020, the Commission received **24** complaints while the RCMP received **8** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



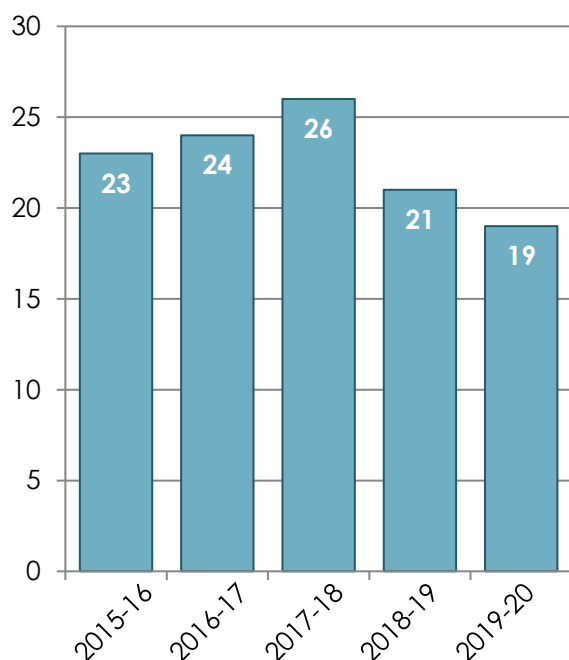
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

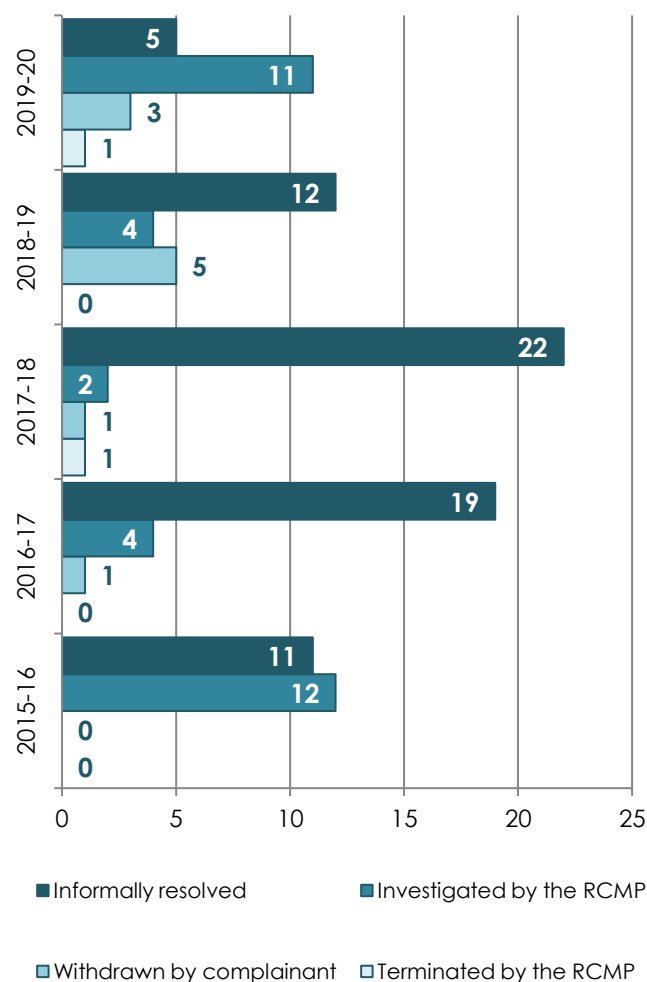
Number of Finalized Complaints in Northwest Territories



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Northwest Territories finalized **19** complaints containing **55** 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 13	0	9	3	1	0
Improper Attitude 13	0	10	1	0	2
Improper Arrest 9	0	6	1	0	2
Irregularity in Procedure 6	0	3	3	0	0
Improper Use of Force 5	0	5	0	0	0

In 2018-19, the RCMP in Northwest Territories finalized **21** complaints containing **35** 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 14	2	3	8	0	1
Improper Use of Force 9	0	6	2	0	1
Neglect of Duty 8	0	3	2	0	3
Improper Arrest 2	0	0	2	0	0
Improper Use of Firearms 1	0	0	1	0	0

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.

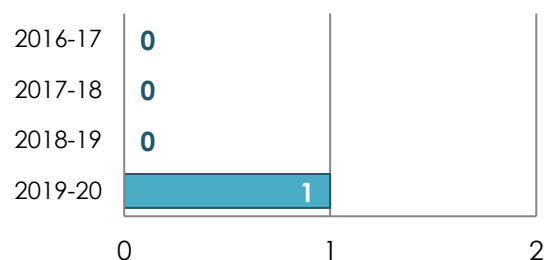
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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**.

In 2019-20, the Commission received **1** new request for review concerning complaints in Northwest Territories. This represents less than **1%** of all new review requests received Canada-wide.

Number of Finalized Complaints Referred to Commission for Review (NT)



Review Reports Issued (NT)

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	6	0	0	6
2017-18	0	2	0	2
2018-19	0	0	0	0
2019-20	0	0	0	0

Chairperson-Initiated Complaints and Investigations

In 2019-20, 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

2019-20

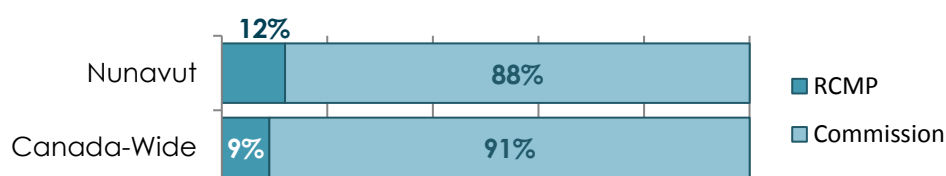
Nunavut

- **24** complaints lodged representing **1%** of complaints lodged Canada-wide
- **23** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

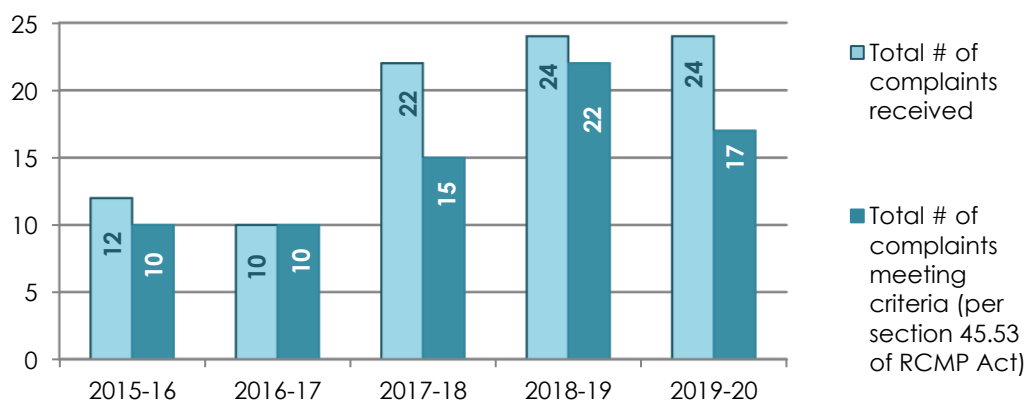
Of the **24** public complaints lodged regarding the on-duty conduct of RCMP members in Nunavut between April 1, 2019, and March 31, 2020, the Commission received **21** complaints while the RCMP received **3** complaints.

Complaints lodged with the Commission vs. RCMP 2019-2020



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



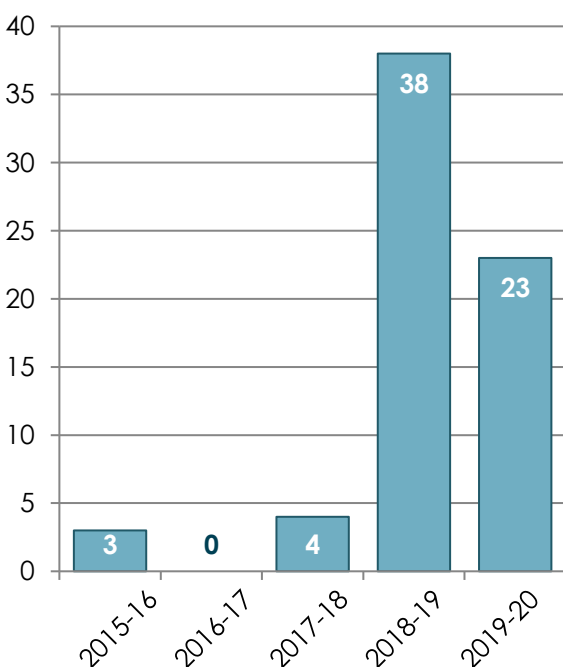
Public Complaints Finalized

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 2020 (FY 2019-20) may have been lodged in December 2018 (FY 2019-20).

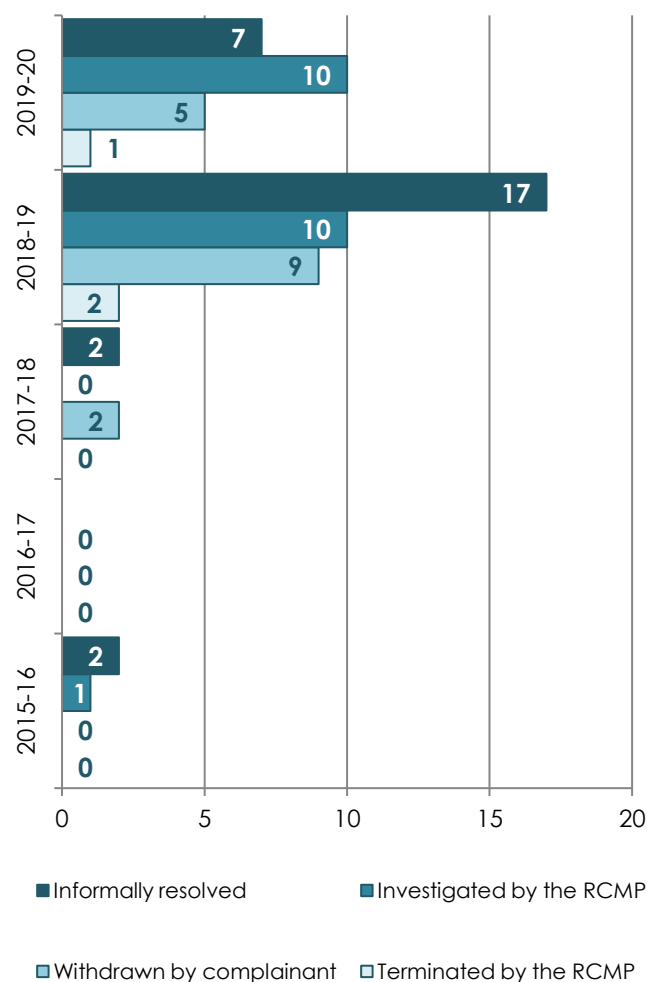
Number of Finalized Complaints in Nunavut



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

Allegations are classified according to the following categories

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2019-20, the RCMP in Nunavut finalized **23** complaints containing **68** 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 28	2	18	3	0	5
Improper Use of Force 16	0	13	0	0	3
Improper Attitude 15	0	2	8	1	4
Improper Search of Premises 5	0	0	2	0	3
Improper Arrest 2	0	1	1	0	0

In 2018-19, the RCMP in Nunavut finalized **38** complaints containing **151** 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 61	30	20	8	2	9
Improper Use of Force 31	0	16	5	0	10
Improper Arrest 24	0	24	0	0	0
Improper Attitude 23	0	1	11	2	9
Improper Search 5	0	0	5	0	0

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.

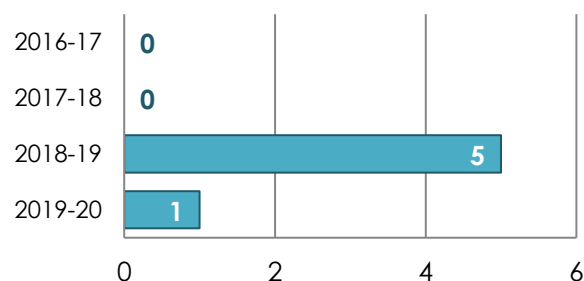
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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**.

In 2019-20, the Commission received **1** new request for review concerning complaints in Nunavut. This represents less than **1%** of all new review requests received Canada-wide.

Number of Finalized Complaints Referred to Commission for Review (NU)



Review Reports Issued (NU)

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	6	0	0	6
2017-18	0	2	0	2
2018-19	0	0	0	0
2019-20	3	2	0	5

Chairperson-Initiated Complaints and Investigations

In 2019-20, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Nunavut.