

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 2020-2021

All Provinces and Territories

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

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 2020-21 Annual Report.

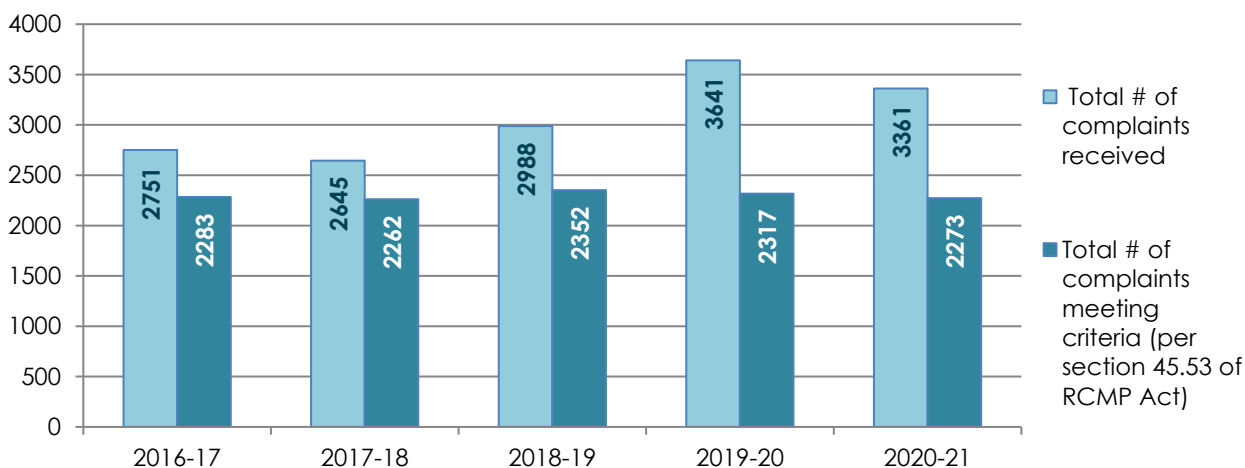
Of the **3,361** public complaints lodged between April 1, 2020, and March 31, 2021, the Commission received **3,144** complaints, while the RCMP received **201** complaints.

Complaints lodged with the Commission vs. RCMP



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.

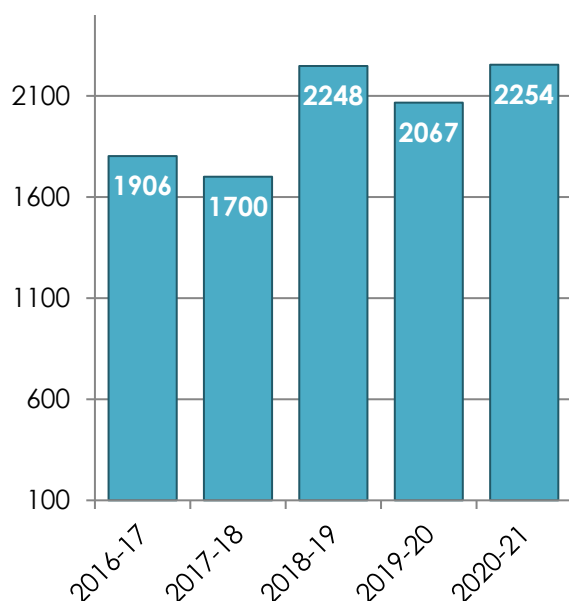
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

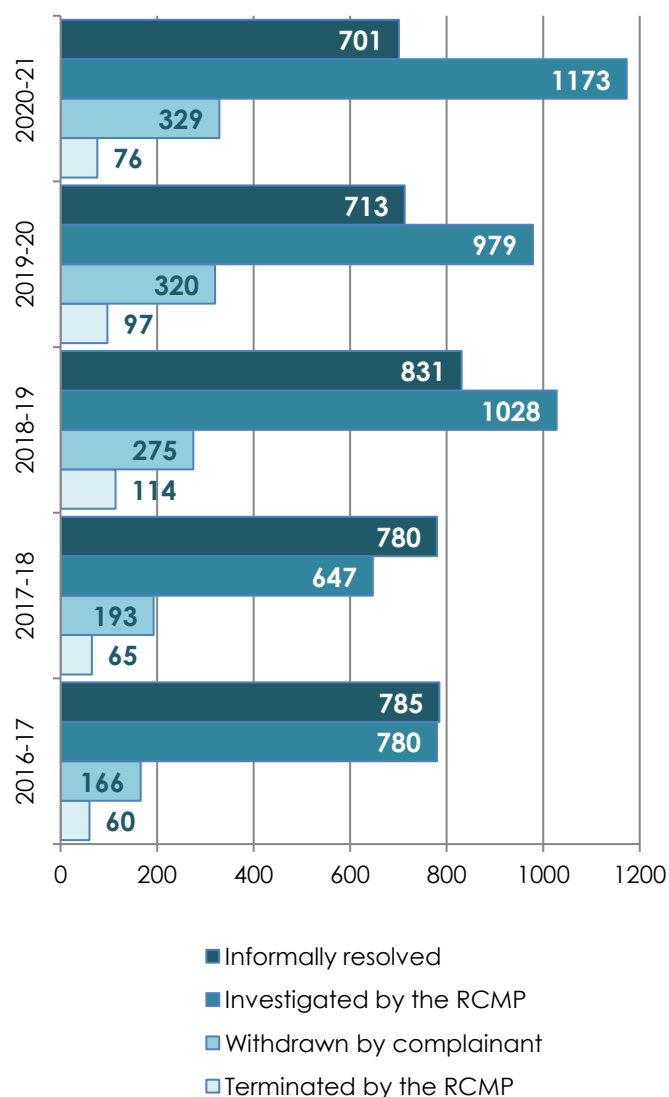
**Number of Finalized Complaints
Canada-Wide**



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****

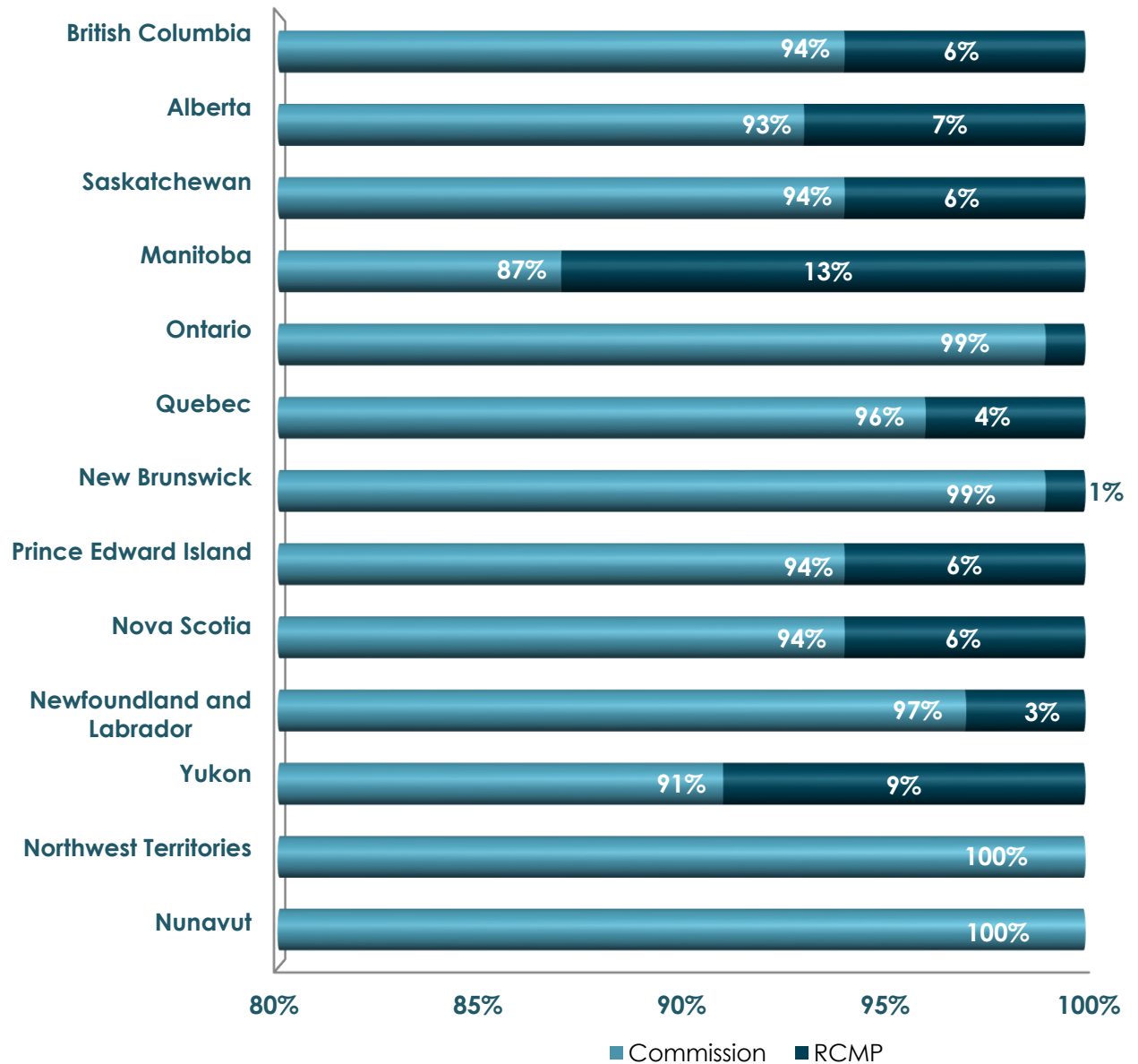


*With the exception of public interest investigations, which are carried out by the Commission.

**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 2020-21, the **2,254** finalized complaint investigations contained **6,517** allegations.

The top allegations Canada-wide are:

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

Top Three Allegations by Province 2020-21

Province Territory	Allegation	Province Territory	Allegation
BC	1. Neglect of Duty 2. Improper Attitude 3. Improper Use of Force	PE	1. Neglect of Duty 2. Improper Attitude 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 Attitude 3. Improper Use of Force
ON	1. Improper Attitude 2. Neglect of Duty 3. Mishandling of Property	NT	1. Improper Attitude 2. Neglect of Duty 3. Improper Use of Force
QC	1. Improper Attitude 2. Improper Use of Force 3. Neglect of Duty	NU	1. Improper Attitude 2. Neglect of Duty 3. Improper Use of Force
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.

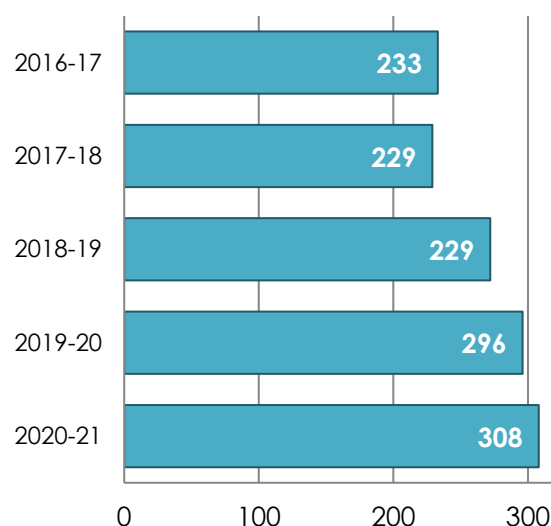
If the Commission is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

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
2016-17	167	57	14	238
2017-18	162	59	26	247
2018-19	164	65	26	255
2019-20	313	57	24	394
2020-21	196	48	78	322

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 2020-21, the Commission launched a Chairperson-Initiated Complaint and Public Interest Investigation into the conduct of RCMP members during an interaction in Kinngait, Nunavut.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

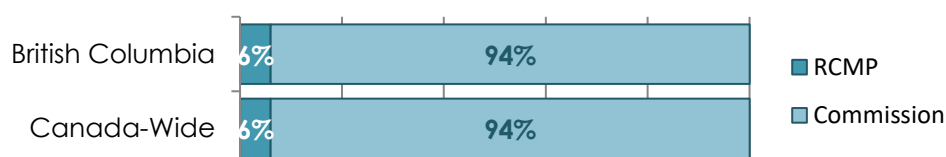
British Columbia

- **1,542** complaints lodged representing **46%** of complaints lodged Canada-wide
- **1,053** complaints finalized representing **47%** of complaints finalized Canada-wide

Public Complaints Received

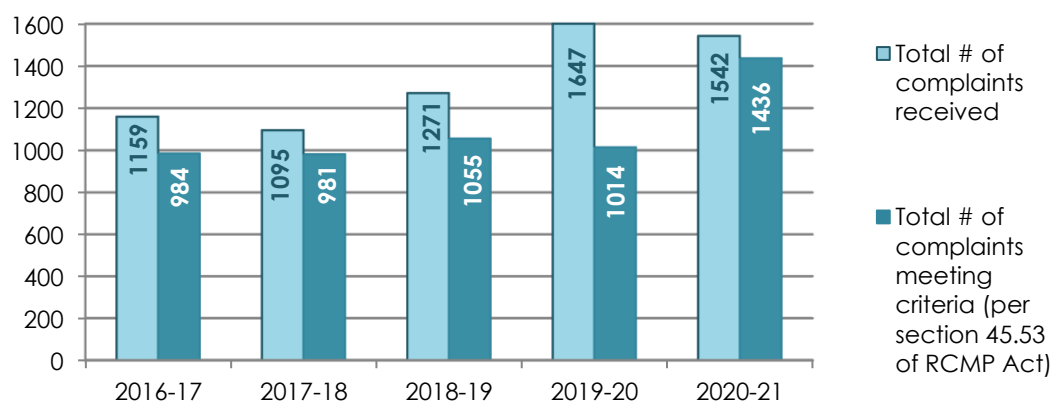
Of the **1,542** public complaints lodged regarding the on-duty conduct of RCMP members in British Columbia between April 1, 2020, and March 31, 2021, the Commission received **1,436** complaints, while the RCMP received **92** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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

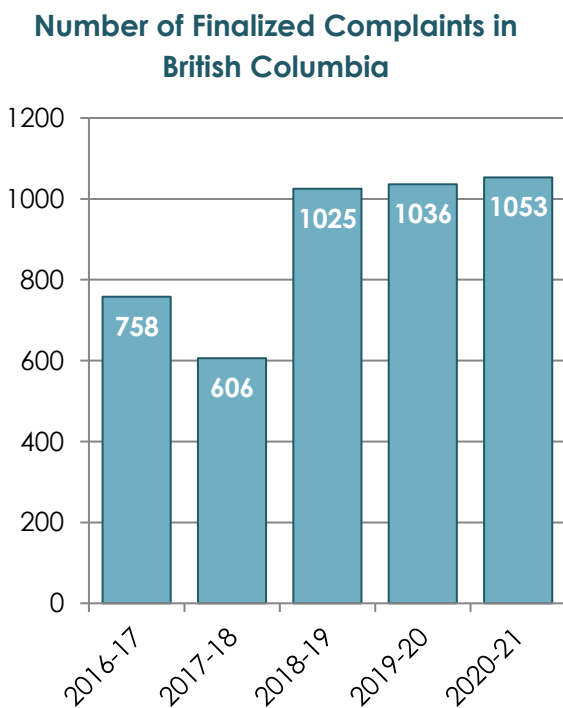


Public Complaints Finalized

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

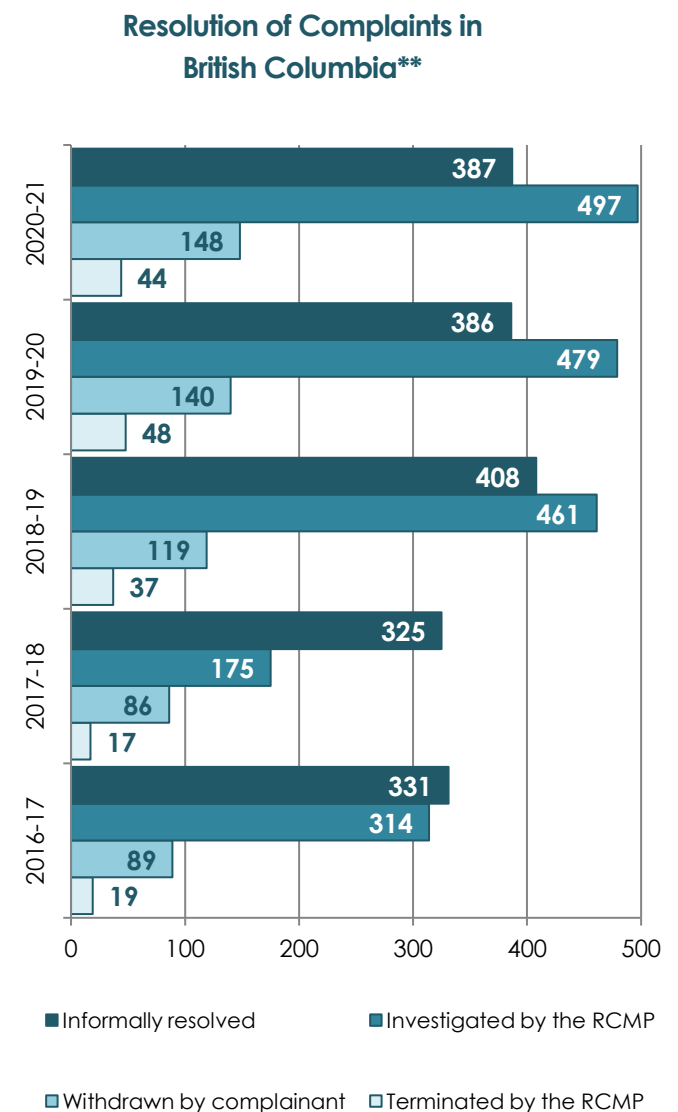
It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).



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 2020-21, the RCMP in British Columbia finalized **1,053** complaints containing **2,491** 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	1178	89	642	290	20	137
Improper Attitude	755	28	312	296	15	104
Improper Use of Force	317	8	198	76	7	28
Improper Arrest	172	7	106	35	4	20
Irregularity in Procedure	69	1	32	29	2	5

In 2019-20, the RCMP in British Columbia finalized **1,036** complaints containing **2,649** 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 **1,025** complaints containing **2,314** 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 **1,238** 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 **1,516** 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

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.

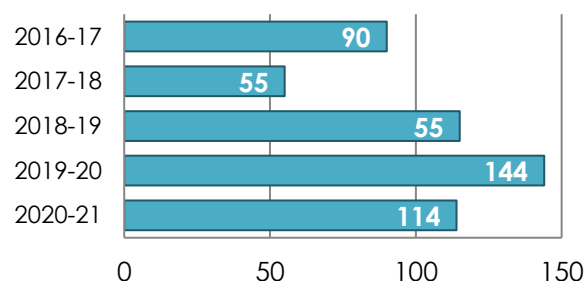
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **114** new requests for review concerning complaints in British Columbia. This represents **37%** 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
2020-21	92	26	23	141

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in British Columbia.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

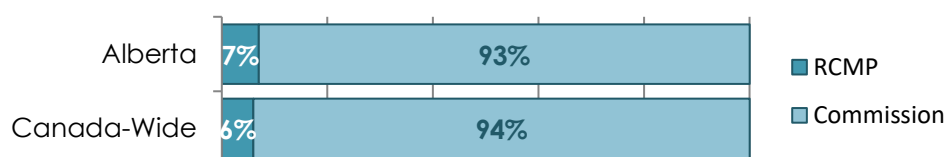
Alberta

- **647** complaints lodged representing **19%** of complaints lodged Canada-wide
- **495** complaints finalized representing **22%** of complaints finalized Canada-wide

Public Complaints Received

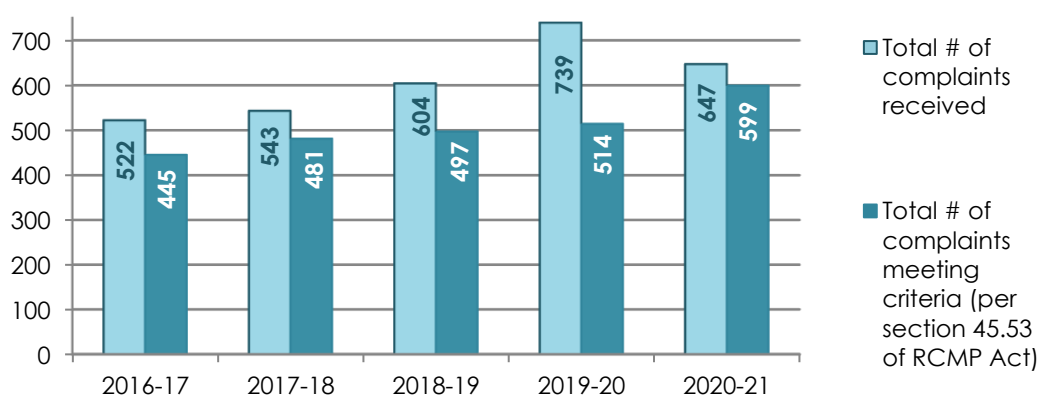
Of the **647** public complaints lodged regarding the on-duty conduct of RCMP members in Alberta between April 1, 2020, and March 31, 2021, the Commission received **599** complaints, while the RCMP received **48** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



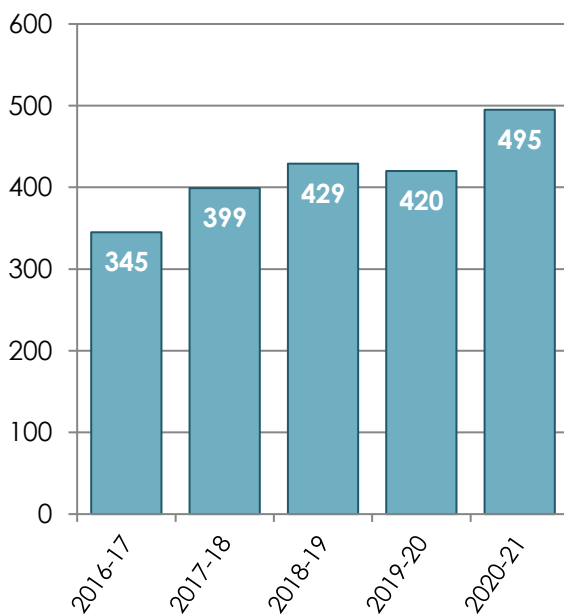
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

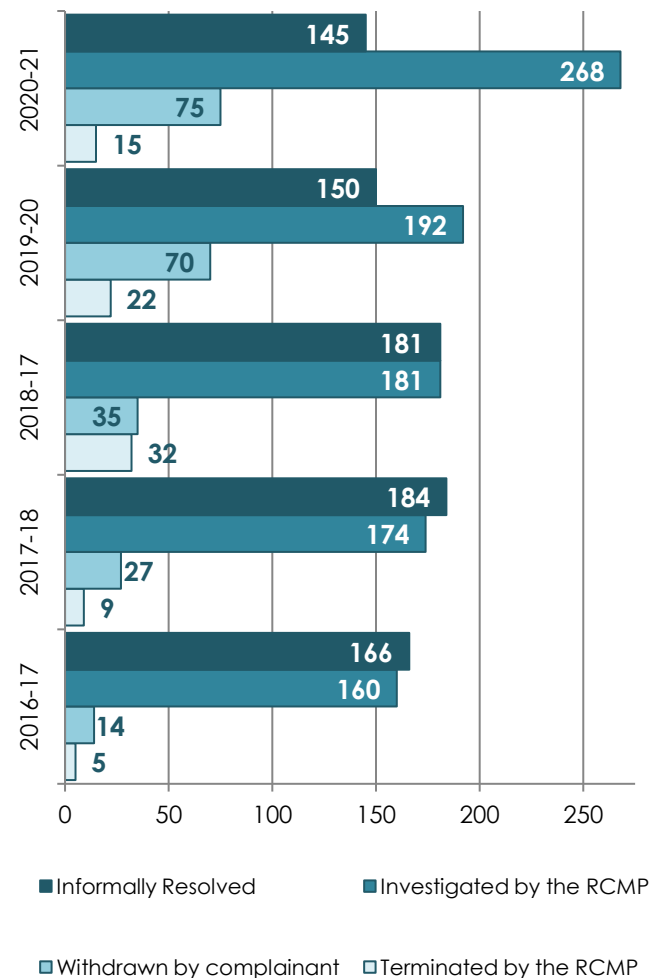
Number of Finalized Complaints in Alberta



Complaints can be resolved as follows:

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

Resolution of Complaints in Alberta**



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

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

Finalized Complaints & Allegations

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 2020-21, the RCMP in Alberta finalized **495** complaints containing **1,406** 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 763	115	465	110	10	63
Improper Attitude 402	36	245	75	4	42
Improper Use of Force 118	1	89	14	5	9
Improper Arrest 72	8	51	12	0	1
Irregularity in Procedure 51	2	29	18	0	2

In 2019-20, the RCMP in Alberta finalized **420** complaints containing **1,169** 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 **1,154** 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	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 **1,119** 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

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.

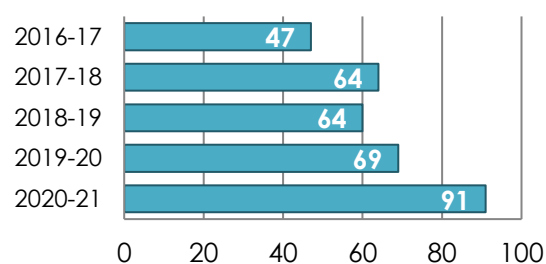
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Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

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

In 2020-21, the Commission received **91** new requests for review concerning complaints in Alberta. This represents **30%** of all new review requests received Canada-wide.

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



Review Reports Issued (AB)

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	36	10	2	48
2017-18	40	15	5	60
2018-19	44	6	3	53
2019-20	70	16	8	94
2020-21	37	14	12	63

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Alberta.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

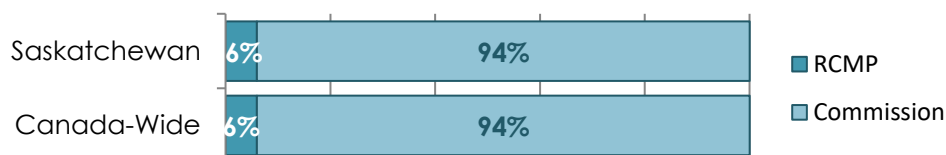
Saskatchewan

- **214** complaints lodged representing **6%** of complaints lodged Canada-wide
- **139** complaints finalized representing **6%** of complaints finalized Canada-wide

Public Complaints Received

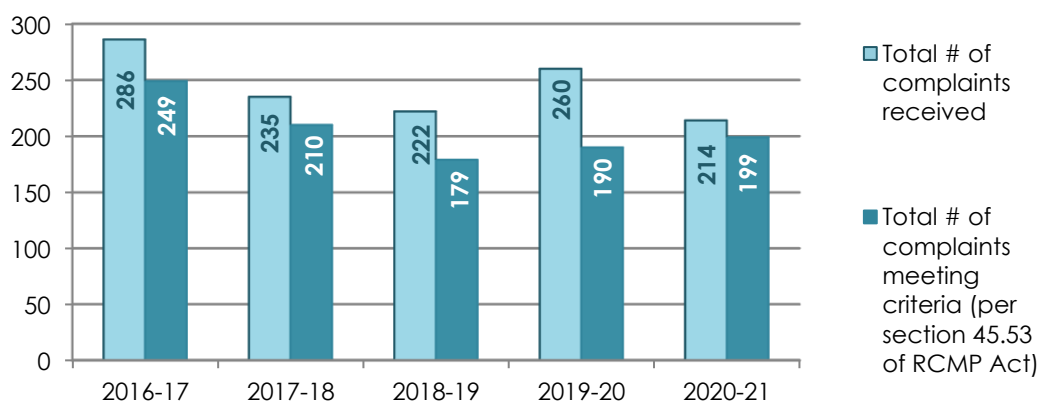
Of the **214** public complaints lodged regarding the on-duty conduct of RCMP members in Saskatchewan between April 1, 2020, and March 31, 2021, the Commission received **199** complaints, while the RCMP received **29** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



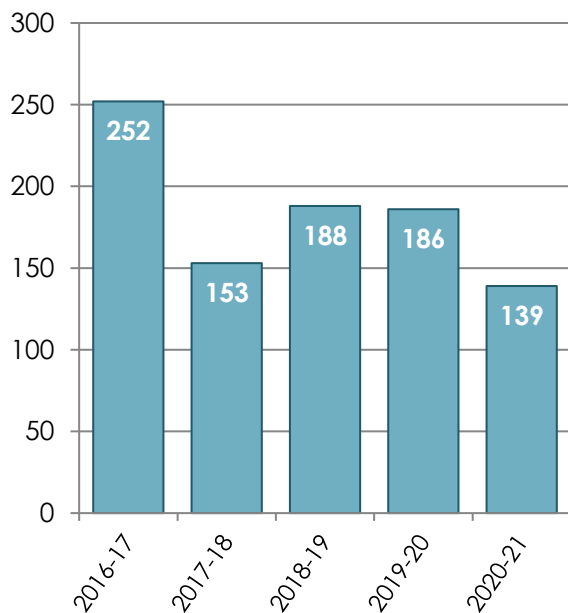
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

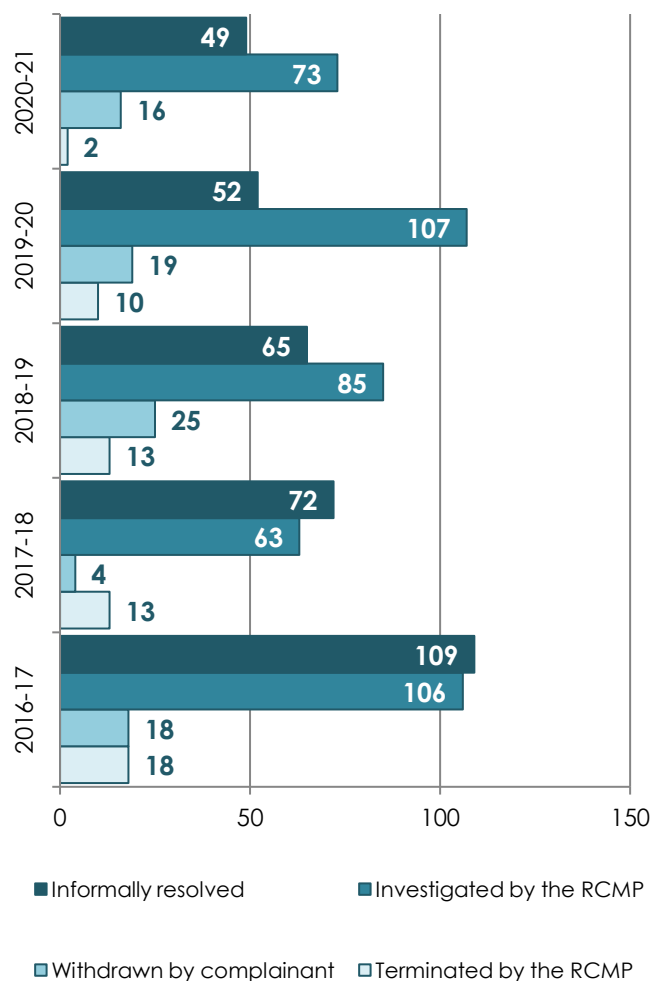
Number of Finalized Complaints in Saskatchewan



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 2020-21, the RCMP in Saskatchewan finalized **139** complaints containing **430** 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 218	26	122	51	6	13
Improper Attitude 108	3	69	29	0	7
Improper Use of Force 39	2	13	16	0	8
Improper Arrest 25	0	16	5	0	4
Irregularity in Procedure 13	0	10	2	0	1

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

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.

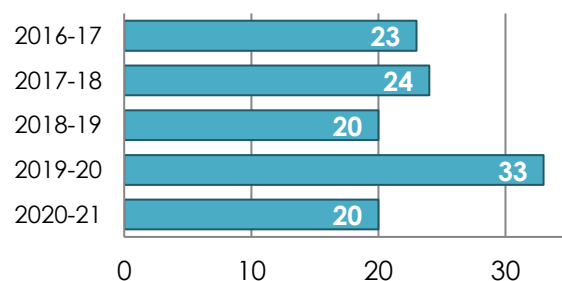
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **20** new requests for review concerning complaints in Saskatchewan. This represents **6%** 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
2020-21	26	4	4	34

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Saskatchewan.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

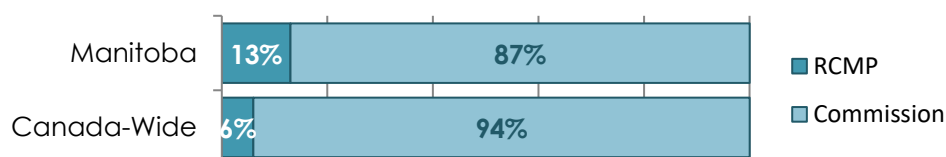
Manitoba

- **163** complaints lodged representing **3%** of complaints lodged Canada-wide
- **141** complaints finalized representing **6%** of complaints finalized Canada-wide

Public Complaints Received

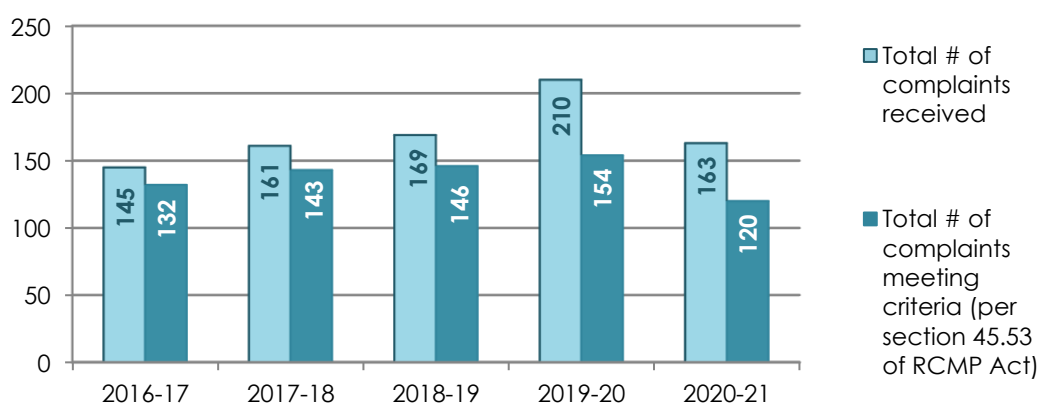
Of the **163** public complaints lodged regarding the on-duty conduct of RCMP members in Manitoba between April 1, 2020, and March 31, 2021, the Commission received **142** complaints, while the RCMP received **21** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



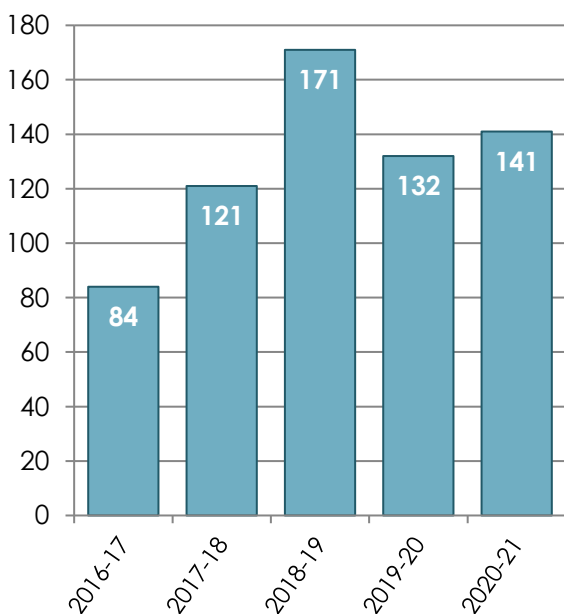
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

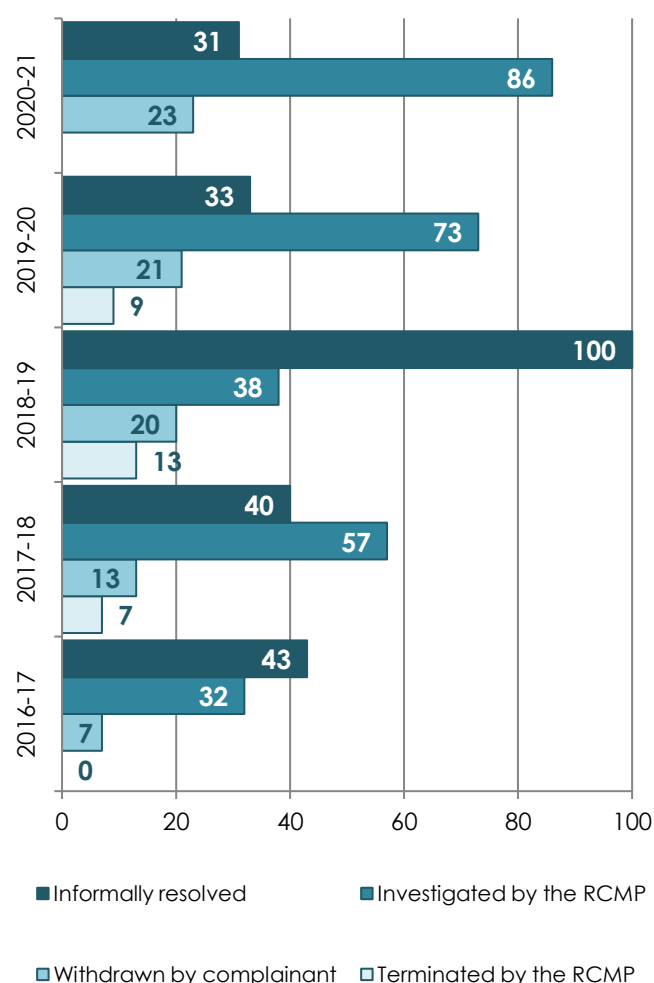
Number of Finalized Complaints in Manitoba



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 2020-21, the RCMP in Manitoba finalized **141** complaints containing **474** 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 225	10	143	37	1	34
Improper Attitude 112	5	69	21	1	16
Improper Use of Force 75	3	57	9	2	4
Improper Arrest 43	1	39	2	0	1
Mishandling of Property 19	1	15	1	0	2

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 Premises 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

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.

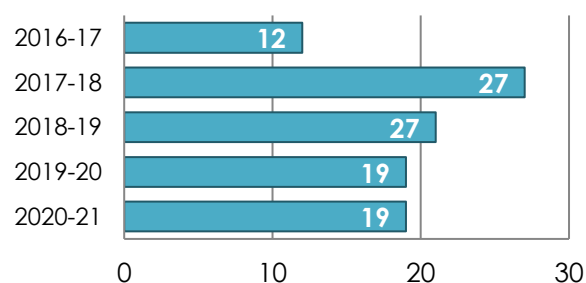
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, 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
2020-21	13	2	7	22

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Manitoba.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

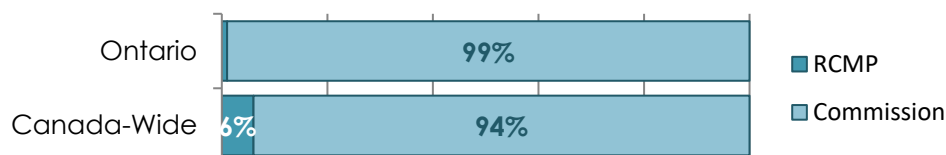
Ontario

- **152** complaints lodged representing **5%** of complaints lodged Canada-wide
- **26** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

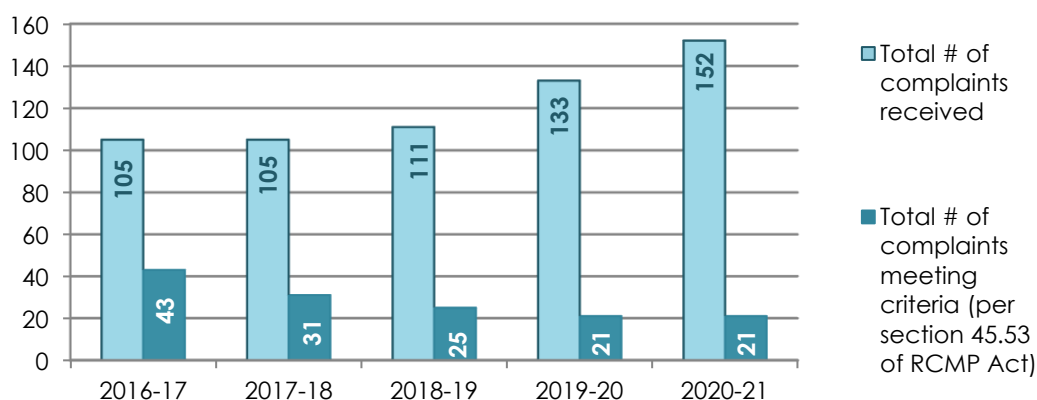
Of the **152** public complaints lodged regarding the on-duty conduct of RCMP members in Ontario between April 1, 2020, and March 31, 2021, the Commission received **150** complaints, while the RCMP received **2** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



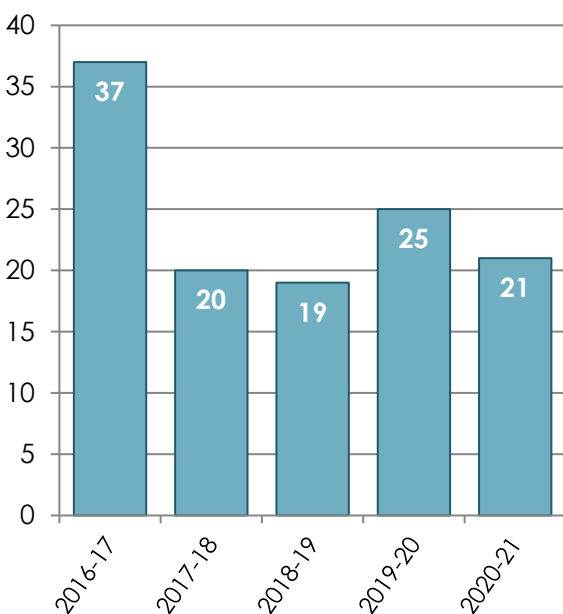
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

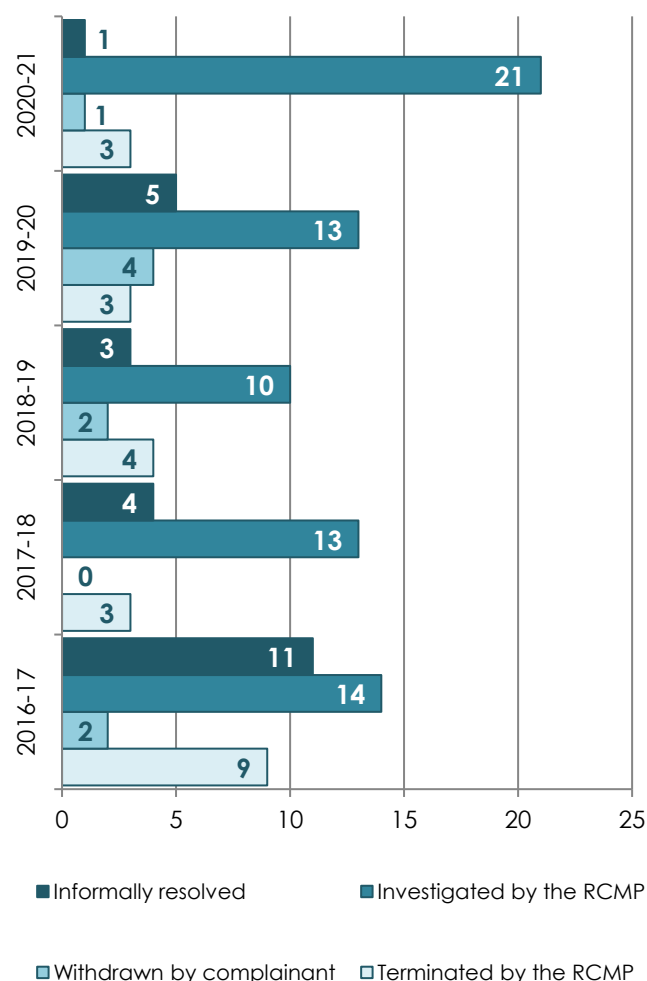
Number of Finalized Complaints in Ontario



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 2020-21, the RCMP in Ontario finalized **26** 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
Improper Attitude 28	2	24	1	1	0
Neglect of Duty 17	2	11	0	3	1
Improper Use of Force 5	0	5	0	0	0
Mishandling of Property 3	0	3	0	0	0
Improper Arrest 2	0	2	0	0	0

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

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.

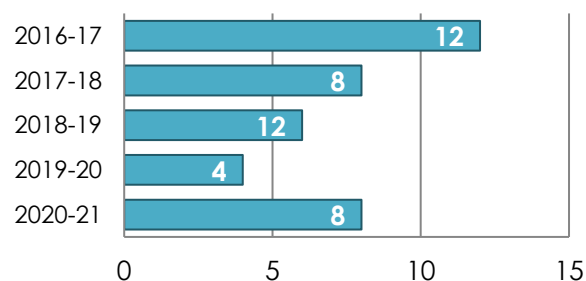
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **8** new requests for review concerning complaints in Ontario. This represents **3%** 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
2020-21	5	0	0	0

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Ontario.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

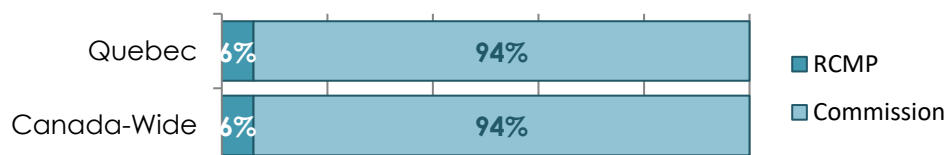
Quebec

- **77** complaints lodged representing **2%** of complaints lodged Canada-wide
- **6** complaints finalized representing **0.3%** of complaints finalized Canada-wide

Public Complaints Received

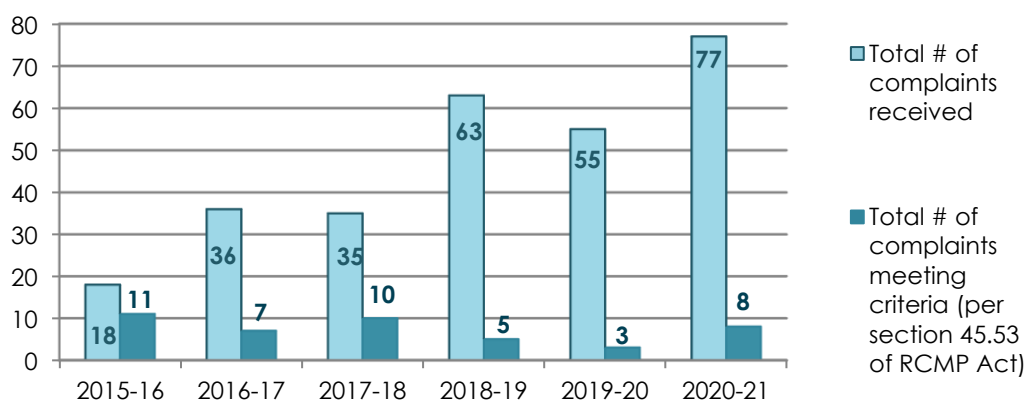
Of the **77** public complaints lodged regarding the on-duty conduct of RCMP members in Quebec between April 1, 2020, and March 31, 2021, the Commission received **77** complaints, while the RCMP received **3** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



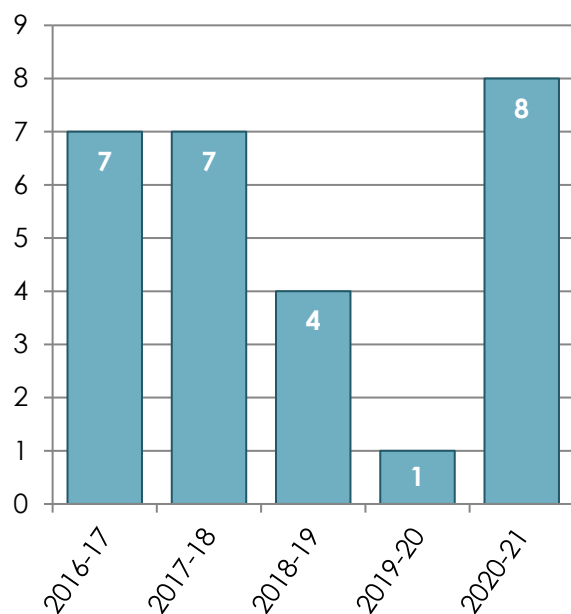
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

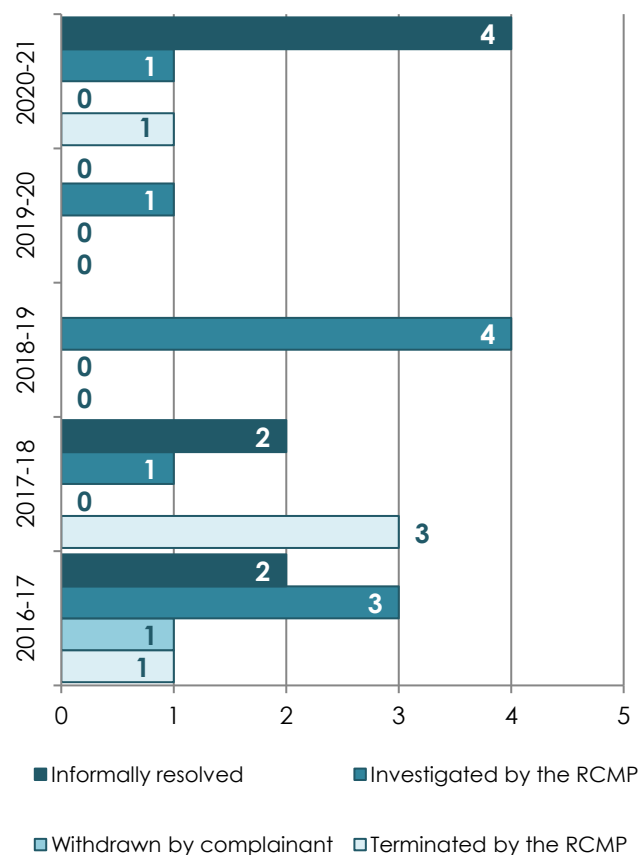
Number of Finalized Complaints in Quebec



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 2020-21, the RCMP in Quebec finalized **8** 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
Improper Attitude 5	0	3	2	0	0
Improper Use of Force 3	0	3	0	0	0
Neglect of Duty 3	0	3	0	0	0
Improper Use of Firearms 3	0	3	0	0	0
Driving Irregularity 3	0	3	0	0	0

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
Evidence Irregularity	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

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.

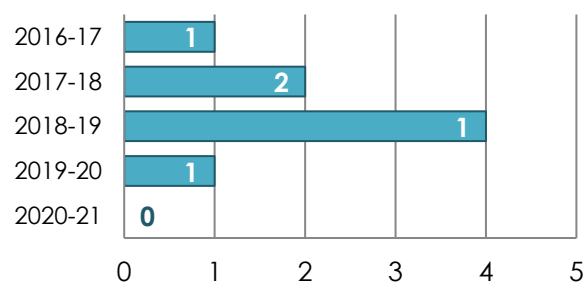
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Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the Commission.

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

In 2020-21, the Commission received **0** new request for review concerning complaints in Quebec.

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
2020-21	2	0	0	2

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Quebec.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

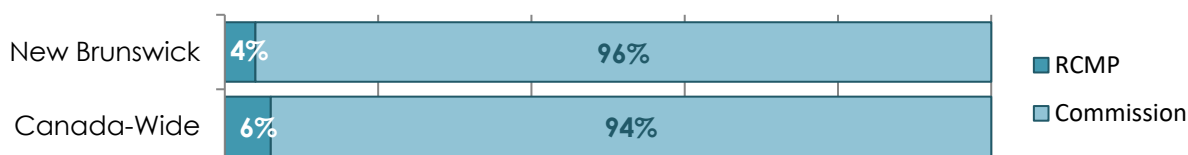
New Brunswick

- **141** complaints lodged representing **6%** of complaints lodged Canada-wide
- **130** complaints finalized representing **6%** of complaints finalized Canada-wide

Public Complaints Received

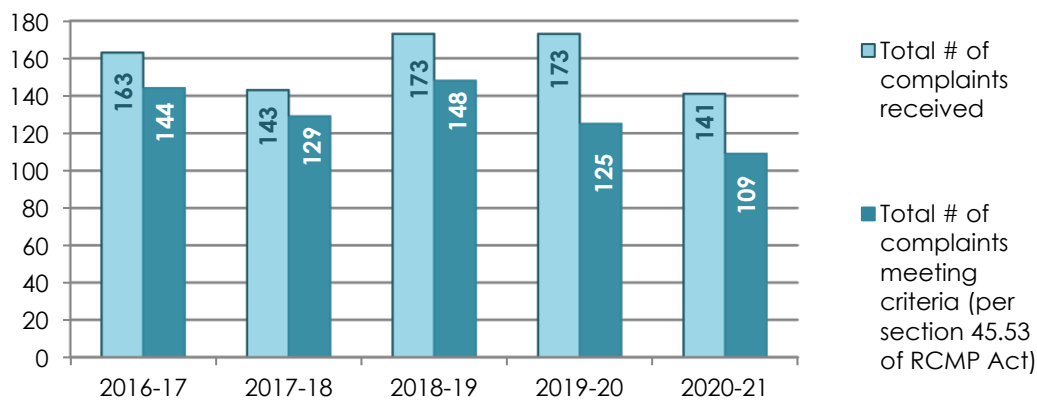
Of the **141** public complaints lodged regarding the on-duty conduct of RCMP members in New Brunswick between April 1, 2020, and March 31, 2021, the Commission received **140** complaints, while the RCMP received **1** complaint.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



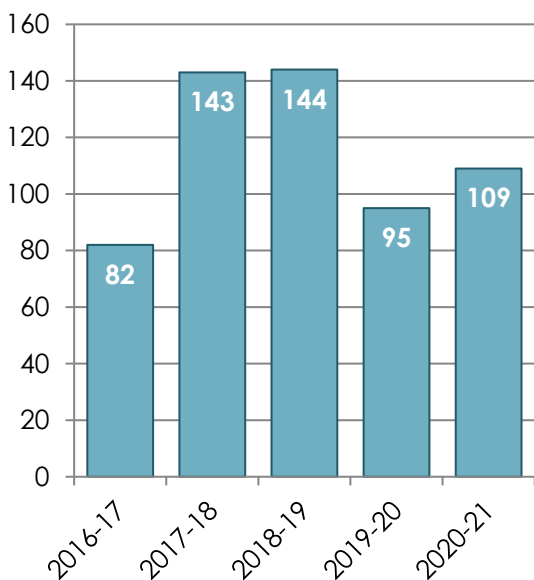
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

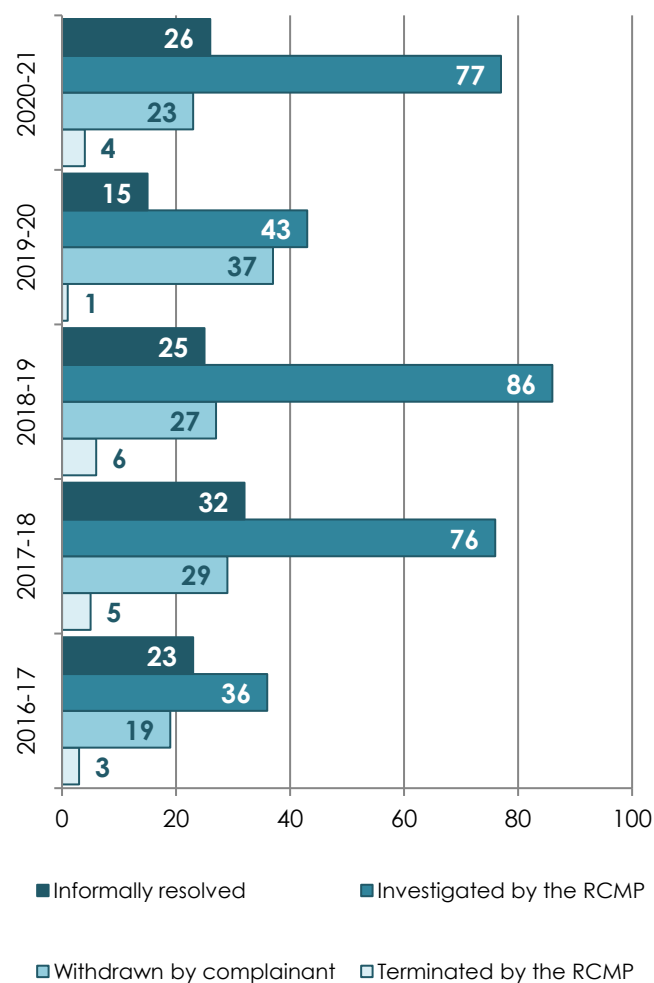
Number of Finalized Complaints in New Brunswick



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 2020-21, the RCMP in New Brunswick finalized **109** complaints containing **338** 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 162	6	103	22	2	29
Improper Attitude 94	5	51	16	2	20
Improper Use of Force 41	0	32	4	0	5
Improper Arrest 33	1	29	1	0	2
Mishandling of Property 8	0	5	3	0	0

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

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.

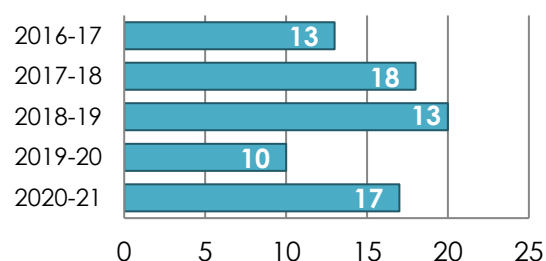
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **17** new requests for review concerning complaints in New Brunswick. This represents **6%** 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
2020-21	8	0	24	32

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in New Brunswick.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

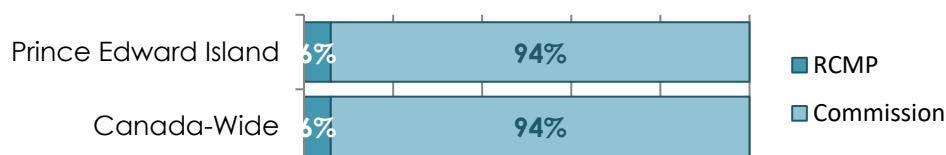
Prince Edward Island

- 16 complaints lodged representing 0.5% of complaints lodged Canada-wide
- 17 complaints finalized representing 0.8% of complaints finalized Canada-wide

Public Complaints Received

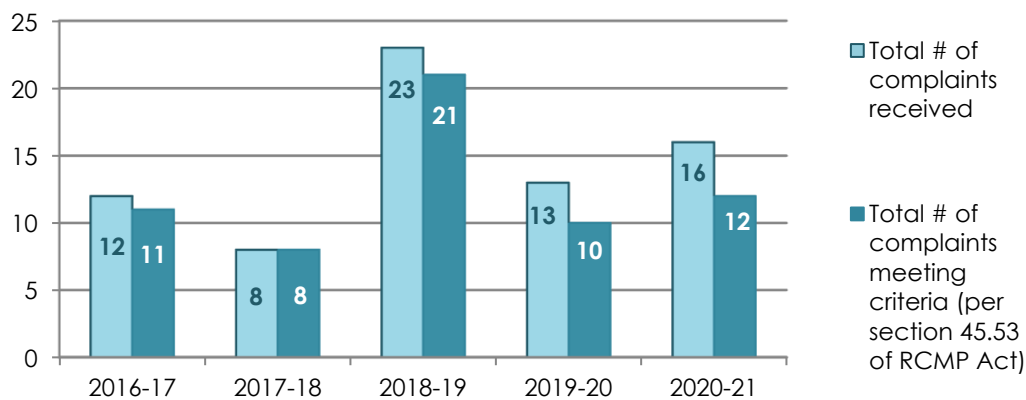
Of the 17 public complaints lodged regarding the on-duty conduct of RCMP members in Prince Edward Island between April 1, 2020, and March 31, 2021, the Commission received 15 complaints, while the RCMP received 1 complaint.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



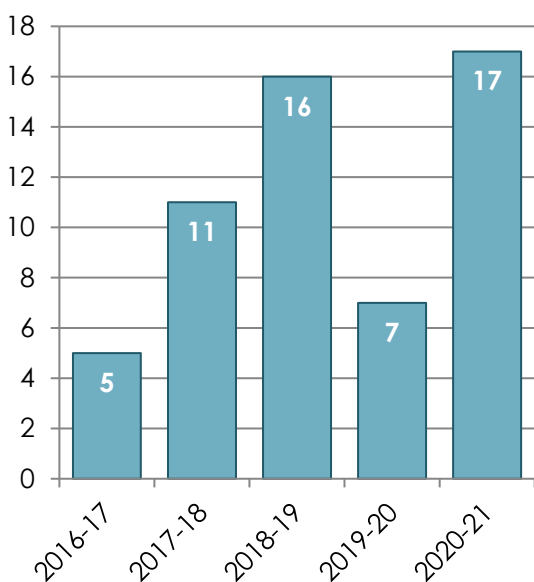
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

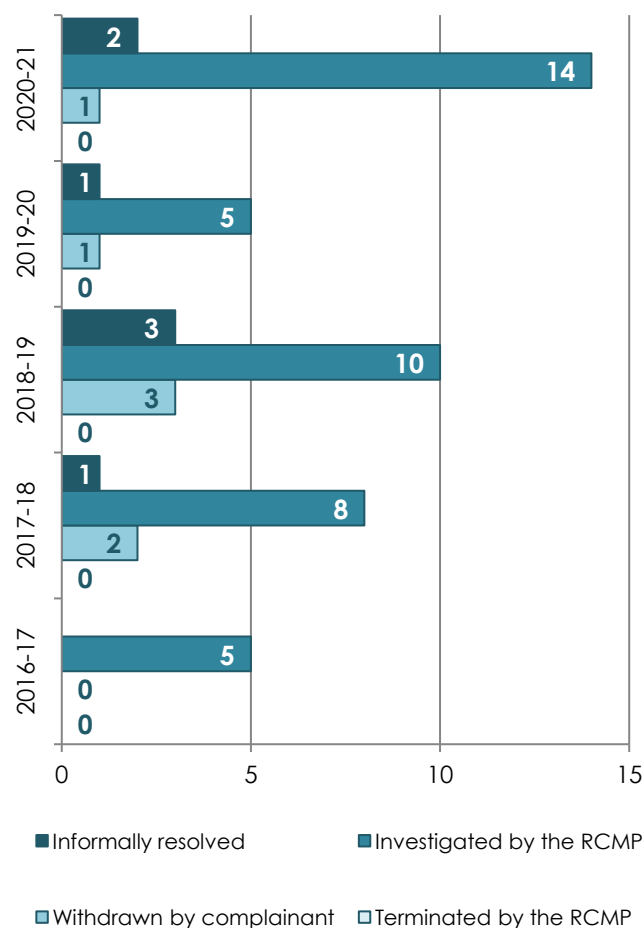
Number of Finalized Complaints in Prince Edward Island



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 2020-21, the RCMP in Prince Edward Island finalized **17** 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
Neglect of Duty 22	0	21	1	0	0
Improper Attitude 10	1	7	1	0	1
Improper Use of Force 4	0	4	0	0	0
Mishandling of Property 2	0	2	0	0	0
Improper Arrest 1	0	1	0	0	0

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 / 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 / Vehicles Search 2	0	2	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.

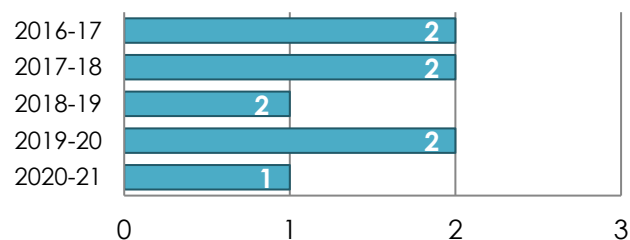
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **1** new request for review concerning complaints in Prince Edward Island. This represents **0.3%** 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
2020-21	1	0	0	1

Chairperson-Initiated Complaints and Investigations

In 2020-21, 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

2020-21

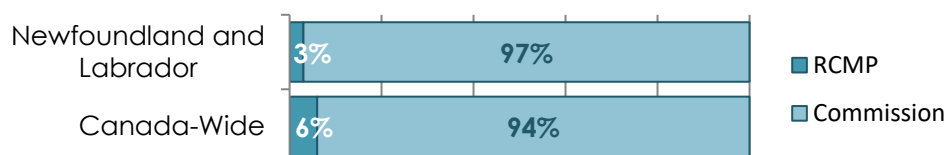
Newfoundland and Labrador

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

Public Complaints Received

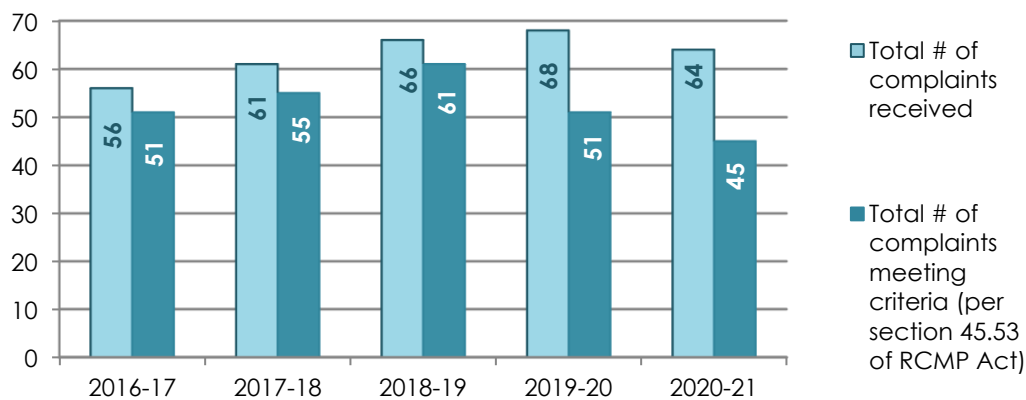
Of the **64** public complaints lodged regarding the on-duty conduct of RCMP members in Newfoundland and Labrador between April 1, 2020, and March 31, 2021, the Commission received **62** complaints, while the RCMP received **2** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



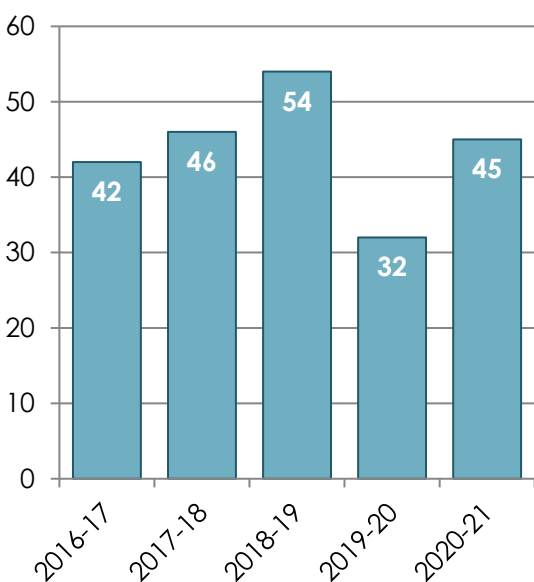
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

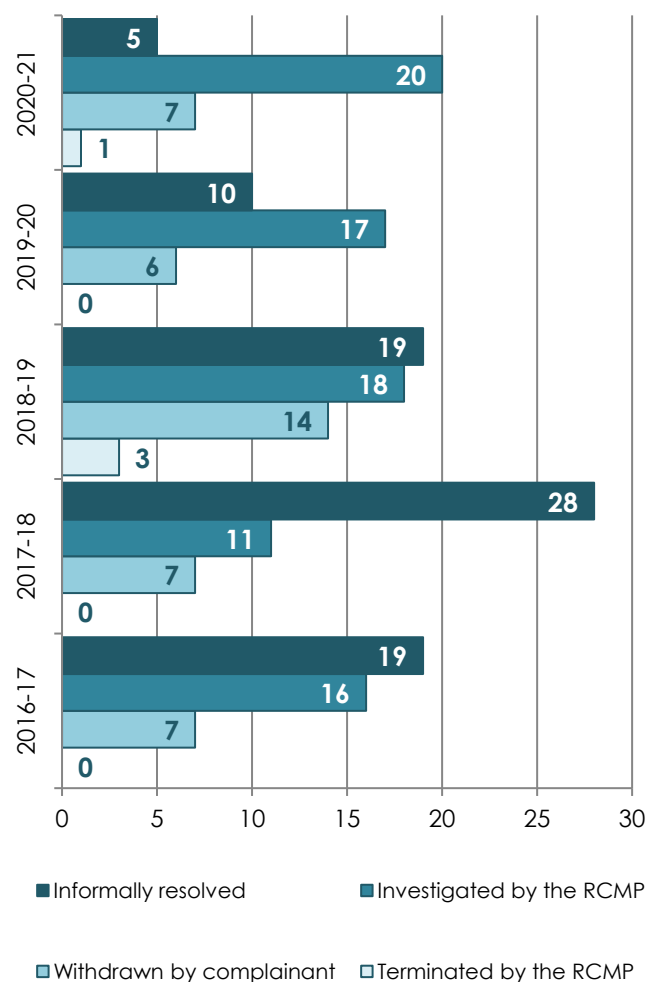
Number of Finalized Complaints in Newfoundland and Labrador



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 2020-21, the RCMP in Newfoundland and Labrador finalized **45** complaints containing **97** 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 59	3	41	3	3	9
Improper Attitude 20	1	10	4	0	5
Improper Use of Force 7	0	5	1	0	1
Irregularity in Procedure 6	0	1	1	3	1
Improper Search of Premises 5	0	5	0	0	0

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

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.

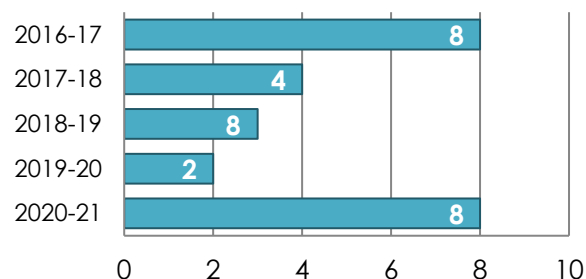
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **8** new requests for review concerning complaints in Newfoundland and Labrador. This represents **3%** 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
2020-21	0	0	2	2

Chairperson-Initiated Complaints and Investigations

In 2020-21, 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

2020-21

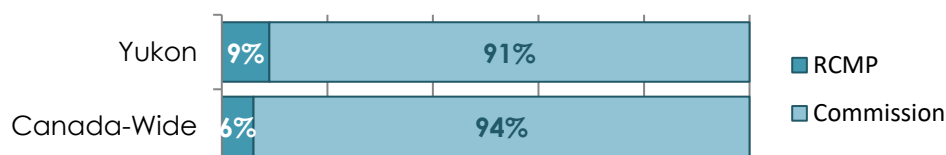
Yukon

- **33** complaints lodged representing **1%** of complaints lodged Canada-wide
- **33** complaints finalized representing **1.5%** of complaints finalized Canada-wide

Public Complaints Received

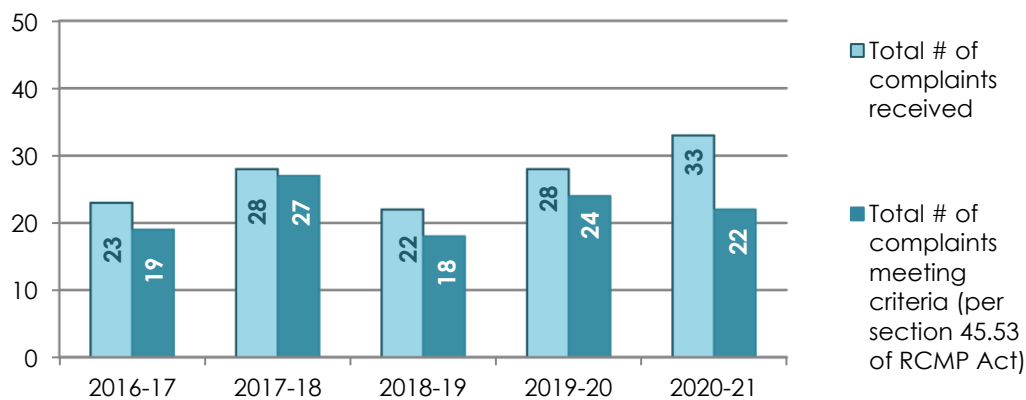
Of the **33** public complaints lodged regarding the on-duty conduct of RCMP members in Yukon between April 1, 2020, and March 31, 2021, the Commission received **30** complaints, while the RCMP received **3** complaints.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



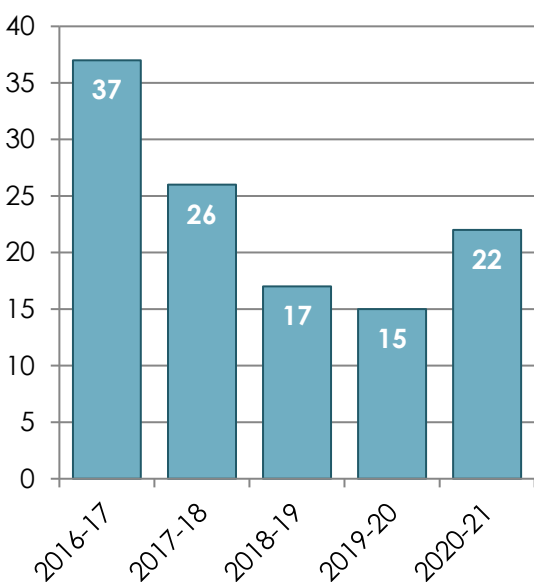
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

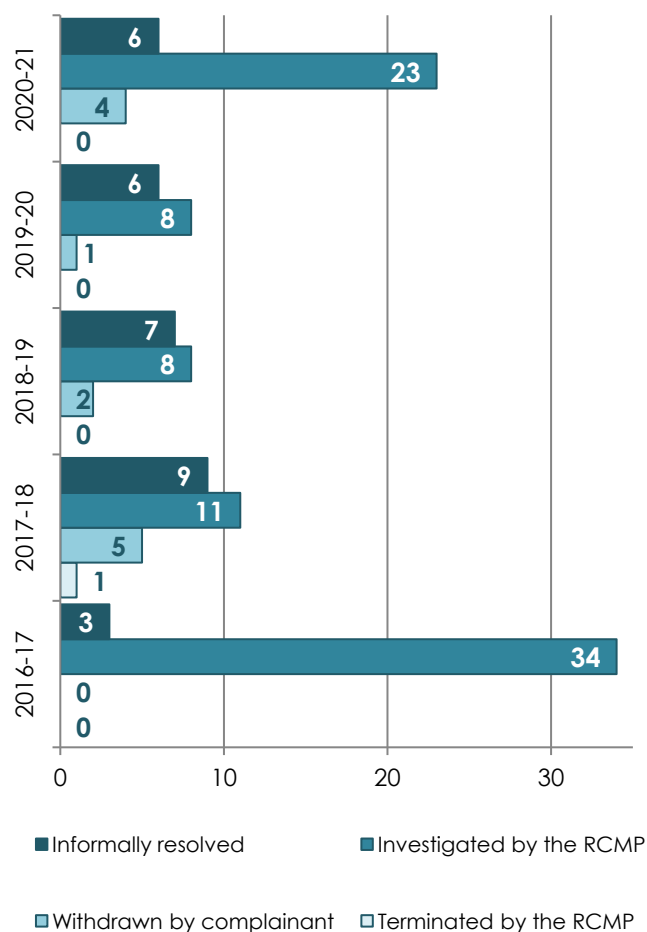
Number of Finalized Complaints in Yukon



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 2020-21, the RCMP in Yukon finalized **33** complaints containing **77** 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 37	6	28	3	0	0
Improper Attitude 16	1	12	2	0	1
Improper Use of Force 9	0	7	0	0	2
Improper Arrest 8	0	5	3	0	0
Irregularity in Procedure 7	2	5	0	0	0

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
Evidence Irregularity 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

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.

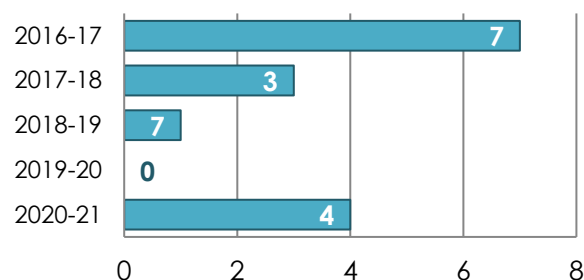
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **4** new requests for review concerning complaints in Yukon. This represents less than **1%** of all new review requests received Canada-wide.

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



Review Reports Issued (YT)

	Satisfied Reports	Interim Reports	Final Reports	Total
2016-17	0	3	0	3
2017-18	6	0	1	7
2018-19	0	1	3	4
2019-20	0	2	0	2
2020-21	2	0	0	2

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson did not initiate any complaints, or public interest investigations, concerning RCMP member conduct in Yukon.

REPORT ON RCMP PUBLIC COMPLAINTS

2020-21

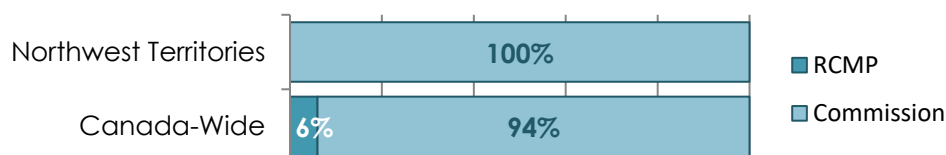
Northwest Territories

- 18 complaints lodged representing 1% of complaints lodged Canada-wide
- 20 complaints finalized representing 1% of complaints finalized Canada-wide

Public Complaints Received

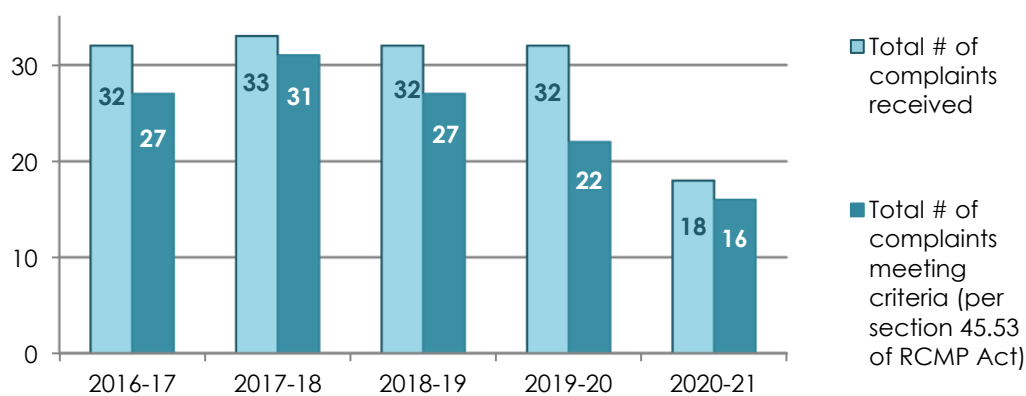
Of the **18** public complaints lodged regarding the on-duty conduct of RCMP members in the Northwest Territories between April 1, 2020, and March 31, 2021, the Commission received **18** complaints, while the RCMP received **0** complaint.

Complaints lodged with the Commission vs. RCMP 2020-2021



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 the Northwest Territories



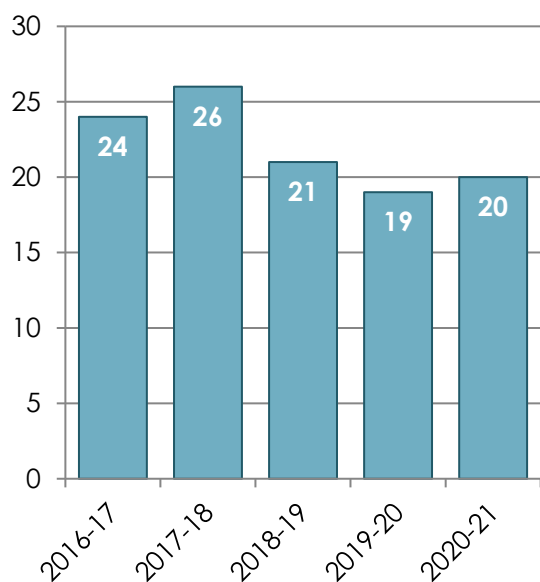
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

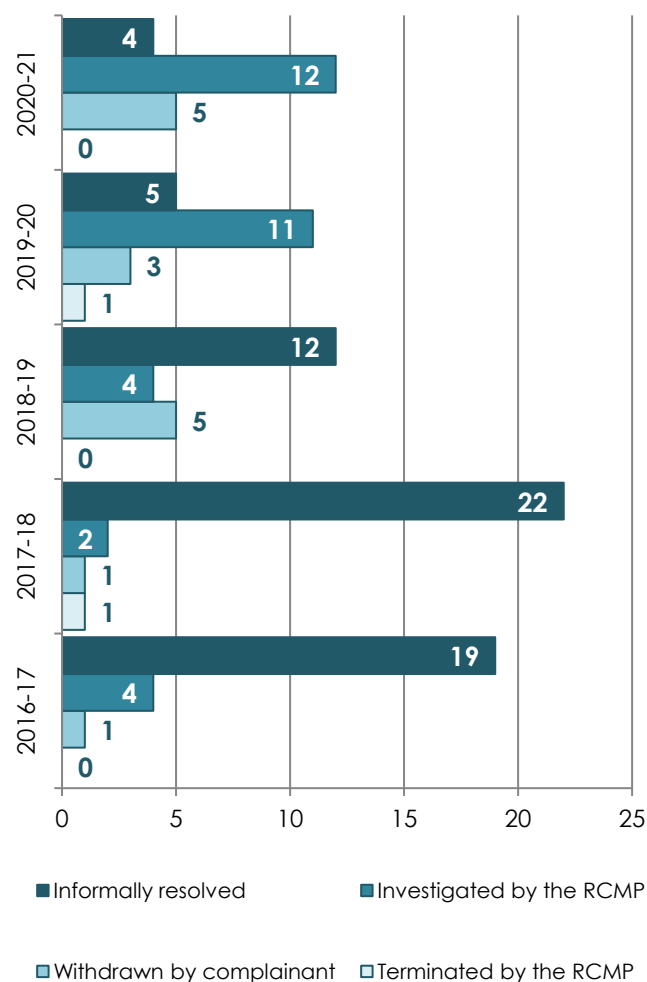
Number of Finalized Complaints in the Northwest Territories



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 the 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 the 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 2020-21, the RCMP in the Northwest Territories finalized **20** complaints containing **65** 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 27	2	17	5	0	3
Neglect of Duty 16	1	12	2	0	1
Improper Use of Force 11	0	10	0	1	0
Irregularity in Procedure 9	0	5	4	0	0
Improper Search of Premises 2	0	0	0	0	2

In 2019-20, the RCMP in the 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 the 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 the 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 the 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

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.

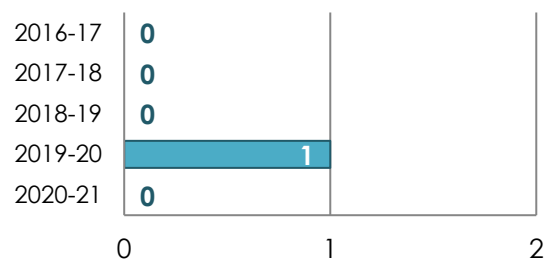
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **0** new request for review concerning complaints in the Northwest Territories.

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
2020-21	1	0	2	3

Chairperson-Initiated Complaints and Investigations

In 2020-21, 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

2020-21

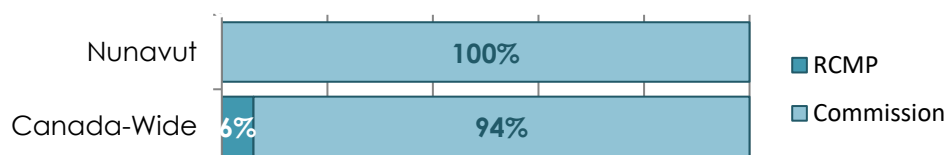
Nunavut

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

Public Complaints Received

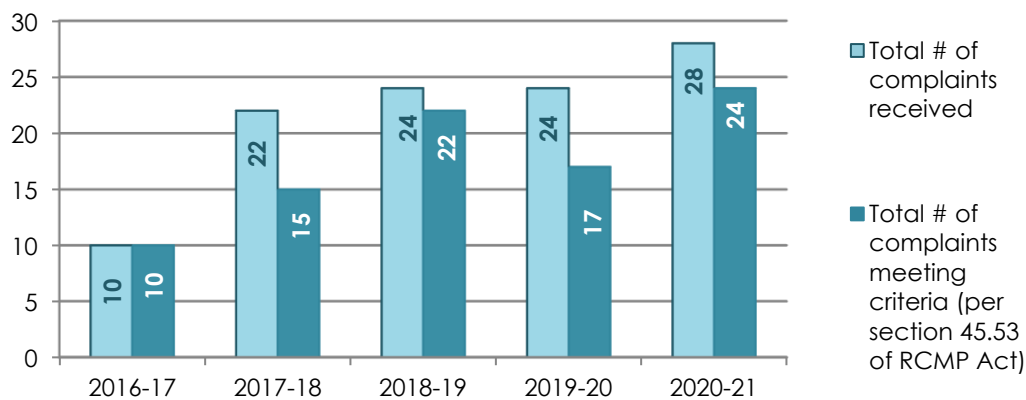
Of the **28** public complaints lodged regarding the on-duty conduct of RCMP members in Nunavut between April 1, 2020, and March 31, 2021, the Commission received **28** complaints, while the RCMP received **0** complaint.

Complaints lodged with the Commission vs. RCMP 2020-2021



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



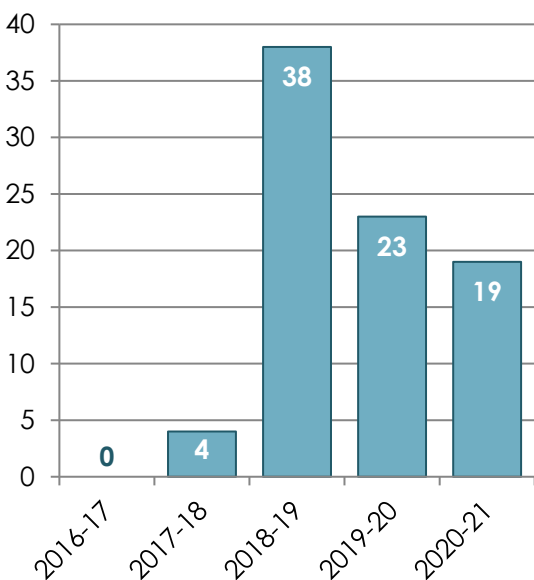
Public Complaints Finalized

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 2021 (FY 2020-21) may have been lodged in December 2019 (FY 2020-21).

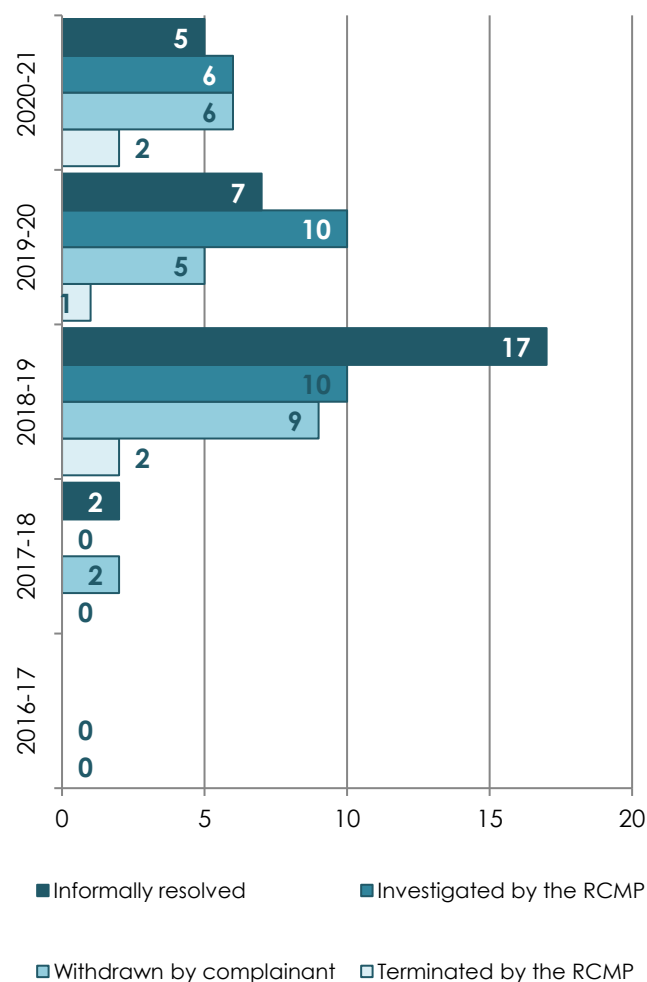
Number of Finalized Complaints in Nunavut



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 2020-21, the RCMP in Nunavut finalized **19** complaints containing **40** 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	3	4	7	1	4
Neglect of Duty 9	2	4	0	0	3
Improper Use of Force 5	1	3	0	1	0
Improper Arrest 5	0	4	1	0	0
Driving Irregularity 2	0	2	0	0	0

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.

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.

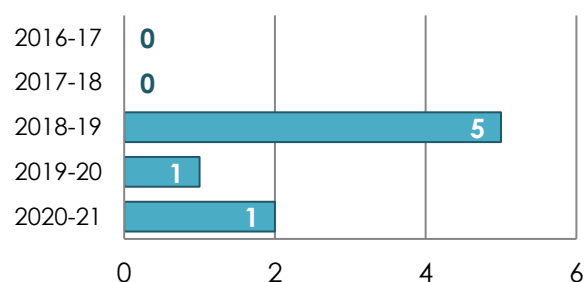
If the Commission is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

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 2020-21, the Commission received **2** new requests for review concerning complaints in Nunavut. This represents **0.6%** 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
2020-21	1	1	0	2

Chairperson-Initiated Complaints and Investigations

In 2020-21, the Commission Chairperson initiated one complaint and public interest investigation, concerning RCMP member conduct in Nunavut.