Thunder Bay
Police Service Board

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POLICY TITLE: **Human Resources: Public Complaints About Special Constables**	POLICY NUMBER: **HR-010**
DATE APPROVED: **20/10/2026**	
DATE(s) REVIEWED:	DATE TO BE REVIEWED: **2028**
DATE(s) AMENDED:	
LEGISLATION: s. 183, 185, *Community Safety and Policing Act* (2019) Ontario Regulation 410/23, *Community Safety and Policing Act* (2019) Ontario Regulation 411/23, *Community Safety and Policing Act* (2019)	
RELATED PROCEDURES/POLICY: BPCR-001: Board and Chief Information Sharing HR-009: Misconduct, Disclosure, and Discipline - Service	

POLICY STATEMENT

The Thunder Bay Police Service Board (Board) is committed to ensuring accountability and public confidence in the conduct of all members of the Thunder Bay Police Service (Service), including special constables. This process provides a clear and accessible mechanism for the public to make complaints about the conduct of special constables who are members of the Service, in accordance with s. 4(1) of Ontario Regulation 411/23.

PURPOSE

To establish a consistent process for receiving, documenting, investigating, and responding to complaints regarding the conduct of special constables, ensuring that all complaints are handled promptly, fairly, and transparently.

SCOPE

This process applies to complaints from members of the public regarding the conduct of special constables who are members of the Service.

POLICY

a) Process and Procedure

The Chief of Police of the Service (Chief) will establish written procedures respecting the process and investigation of complaints about the conduct of special constables in alignment with this policy.

b) Public Notice

The Board and Chief shall publish notice on the Internet informing people how to make a complaint about the conduct of special constables.

c) Filing a Complaint

Complaints filed regarding the conduct of special constables:

- May be made by any member of the public excluding persons under section 2(2) of Ontario Regulation 411/23 who shall instead follow the applicable procedure set out in section 183 or 185 of the *Community Safety and Policing Act*, 2019.
- May be submitted in person, by mail, by phone, or electronically to the Chief.

Complaints should include, where possible:

- The name and/or badge number of the special constable (if known);
- The date, time, and location of the incident;
- A description of the alleged conduct; and
- The complainant's contact information for follow-up; however, anonymous complaints will also be accepted and reviewed to the extent possible.

d) Receipt and Acknowledgement

Upon receiving a complaint, the Chief shall:

- Record the complaint;
- Provide written acknowledgement of receipt within five (5) business days to the complainant; and
- Assign a file number for reference.

Any complaints about special constables received by the Board or a member of the Board shall be forwarded to the Chief.

e) Review and Investigation

The Chief (or designate) will review the complaint to determine whether it falls within the scope of this process. If the complaint does not fall within the scope of this process, the Chief will address or forward the complaint according to the applicable process.

Following a review and determination that the complaint falls within the scope of this process, the Chief shall:

- Ensure that the complaint is investigated to determine whether the special constable's conduct constitutes misconduct, contravened the terms and conditions of the special constable's certificate of appointment or contravened any provision of the Act or the regulations.

- Provide the special constable subject to the complaint with written notice of allegations and findings, unless communication would prejudice the investigation or federal, provincial, or territorial proceedings.
- Ensure that any allegations in the complaint of conduct that may constitute criminal conduct are investigated by the Chief of any police service with policing responsibility for an area in which the conduct is alleged to have occurred.
- Ensure that every investigation of a special constable complies with the standards for adequate and effective policing, including the standards with respect to the avoidance of conflicts of interest.
- Endeavour to complete any investigation of a special constable within 120 days after receiving the complaint, not including any period during which the investigation is postponed or suspended under section 8 of Ontario Regulation 411/23.
- If the above timing requirements are not met in respect of an investigation, give notice of the status of the investigation to the complainant and to the person being investigated every 30 days until the investigation is concluded unless, in the opinion of the Chief, doing so might prejudice the investigation.

If a matter of an investigation is under or becomes the subject of an investigation of an offence under a law of Canada, a province or a territory, or the prosecution of such an offence, the Chief may postpone the commencement of the investigation or suspend it, for as long as is necessary in their opinion to avoid interfering with the investigation or prosecution.

f) Communication

The Chief shall, in writing, advise the outcome of the investigation of the complaint to:

- The complainant; and
- The Board

g) Discipline

If the special constable is found to have engaged in conduct that constitutes misconduct, contravened the terms and conditions of their certificate of appointment or contravened any provision of the *Community Safety and Policing Act*, 2019, or the regulations, the Chief shall take appropriate action to remedy the contravention up to and including dismissal.

h) Reporting to the Board

The Chief shall provide a twice annual summary to the Board of all complaints received under this process, including aggregate data on the nature, disposition, disciplinary measures, and total number of complaints as part of the twice annual reports required under HR-009: Misconduct, Disclosure, and Discipline – Service.

i) Record-Keeping

The Chief will ensure that complete records of all complaints, investigations, findings, timelines, and dispositions are maintained in accordance with the *Community Safety and Policing Act*, 2019.