



**Hamilton Police Service Board
Handling of Policing Complaints
Received from the Inspector
General of Policing Policy
P-030**

Effective date: November 27, 2025
Reviewed:
Amended:

Applicable Legislation

Community Safety and Policing Act, 2019 - s.107(6) & (7)

Policy or procedure complaint relating to policies, by-laws, rules or procedures of a Police Service Board or the procedures established by a Chief of Police.

Policy Application

1. The Board shall delegate the management of complaints received from the Inspector General (I.G.) of Policing to the Executive Director (E.D.).
2. All complaints shall be included in confidential Board agendas (unless the Board determines otherwise).
3. Complaints related to **Hamilton Police Service Board policies, by-laws, rules or procedures**
 - 3.1 The Chief of Police shall provide a written report back to the Board, through the E.D., as soon as possible regarding:
 - how the complaint relates to internal Service procedures, if applicable; and
 - identifying any policy or procedural gaps or issues, if applicable.
 - 3.2 The Chief shall provide the Board, through the E.D., with copies of all internal procedures related to the complaint, if applicable.

- 3.3 The E.D. shall prepare a thorough recommendation report for each complaint for Board consideration, comment and approval at an upcoming regular meeting of the Board.
- 3.4 The E.D. shall request an extension deadline from the IG should their original deadline, if any, not be attainable.

4. Complaints related to **procedures established by the Chief of Police**

- 4.1 The Chief shall investigate each complaint and provide a report back to the Board at the conclusion of the investigation. This report shall include copies of all internal procedures related to the complaint.
- 4.2 The Board shall review the Chief's report and determine whether any action on their part may be required.
- 4.3 The Board may wish to provide a report to the Inspectorate of Policing on the outcome and/or actions they may wish to take based on their review of the Chief of Police's report.
- 4.4 Should the Chief not be able to provide a report back to the Board in the required timeline as requested by the IG, the Chief shall report back to the Board with reasons as to why the timeline cannot be met. In these cases, the Chief or the E.D. shall request a deadline extension from the I.G.

Reporting

The E.D. shall report back to the I.G. and Minister about any steps taken in response to each complaint, in the time specified by the I.G., if any.

The E.D. shall track all outcomes of complaint investigations and report them back to the Board on an annual basis. This report will satisfy Board governance oversight responsibilities respecting the adequacy and effectiveness of policing in the City of Hamilton.