



**BY-LAW NO. 536-2025**

**A BY-LAW RESPECTING POLICING COMPLAINTS  
RECEIVED FROM THE INSPECTOR GENERAL**

**1. PREAMBLE**

- 1.1 WHEREAS subsection 37 (1) of the *Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, ("CSPA")* provides that a Board shall provide adequate and effective policing in the in the area for which it has policing responsibility as required by Section 10 of the CSPA;
- 1.2 AND WHEREAS subsection 38 (2) of the CSPA provides that a Police Service Board may establish policies respecting matters related to the Police Service or the provision of policing;
- 1.3 AND WHEREAS subsections 107 (1) (c) and (d) of the CSPA provide that any person, other than a prescribed person, may make a complaint to the Inspector General regarding the policies, by-laws, rules or procedures of a Police Service Board or the procedures established by a Chief of Police;
- 1.4 AND WHEREAS subsection 108 (1) of the CSPA provides that a Police Service Board or a Member of a Police Service Board shall forward a complaint made under section 106 or 107 of the CSPA, including complaints made under subsections 107 (1) (c) and (d), to the Inspector General;
- 1.5 AND WHEREAS subsection 107 (6) of the CSPA provides that the Inspector General shall forward complaints made under subsections 107 (1) (c) and (d) to the Police Service Board that maintains the Police Service;
- 1.6 AND WHEREAS subsection 107 (7) of the CSPA provides that the Police Service Board review the complaint forwarded by the Inspectorate of Policing with respect to the policies of a Police Service Board or the procedures established by the Chief of Police and report back to the Inspector General within the time specified by the Inspector General about the steps taken in response to the complaint;
- 1.7 AND WHEREAS the Board deems it expedient to enact this By-law to ensure that the response to complaints by the Board and the Service adheres to CSPA and directives and guidelines received from the Inspectorate of Policing.

NOW THEREFORE THE REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICE BOARD ENACTS AS FOLLOWS:

**2. DEFINITIONS**

- 2.1 "Act" or "CSPA" means *the Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1*, and amendments thereto;
- 2.2 "Board" means the Regional Municipality of Niagara Police Service Board;
- 2.3 "Board Member" means a member of the Niagara Police Service Board;
- 2.4 "Chief" means the Chief of Police of the Niagara Regional Police Service;
- 2.5 "Inspector General" means the person appointed to that position by the Lieutenant Governor in Council;
- 2.6 "Member" means a Member of the Niagara Regional Police Service;
- 2.7 "Service" means the Niagara Regional Police Service.

**3. BOARD POLICY**

- 3.1 The Board recognizes and adheres to the principle that fair, open, prompt, thorough and efficient response to policy and procedure complaints is a cornerstone to establishing, maintaining, and promoting public trust in the Board and the Service. It is therefore the policy of the Board that such complaints be dealt with in a professional and thorough manner in accordance with subsections 107 (6) and (7) of the CSPA.

**4. POLICY AND PROCEDURE COMPLAINTS**

- 4.1 If a person makes a complaint to the Board, a Board Member, the Chief or any Member of the Service about:
- (a) the adequacy and effectiveness of policing provided;
  - (b) a failure of the Board, the Chief, the Service, or a prescribed policing provider to comply with the CSPA or its regulations, other than misconduct, including a systemic failure;
  - (c) the policies of the Board or the procedures of the Chief;
- the complaint shall be forwarded to the Inspector General. The person who made the complaint shall be informed that the complaint has been forwarded, and the person shall be provided with information about the role of the Inspector General.
- 4.2 If the Inspector General refers a complaint to the Board about the Board's policies or the procedures of the Chief, the Board shall:
- (a) review the complaint as it relates to the policies and procedures referred to;
  - (b) report back to the Inspector General within the time specified by the Inspector General, if any, about any steps taken in response to the complaint;
  - (c) report to the Minister about any steps taken in response to the complaint; and
  - (d) include the report back to the Inspector General on the next public agenda of the Board, subject to the approval of the Inspector General, and subject to the privacy and confidentiality provisions of section 44 of the CSPA and subject to the Municipal Freedom of Information and Protection of Privacy Act.

**5. REPORTING REQUIREMENTS**

**5.1 ANNUAL BOARD REPORT**

- (a) The Chief shall make an annual report summarizing policies, Service procedures, and adequacy complaints reviewed by the Board, Chief and Inspector General;
- (b) The report shall include comparative data for the same time period in the immediately preceding calendar year; and
- (c) Identify recurring themes or patterns that may highlight gaps in Service adequacy and effectiveness.

**6. IMPLEMENTATION**

6.1 Any By-laws, sections of by-laws and policies of the Board inconsistent with the provisions of this By-law are hereby repealed.

6.2 This By-law shall come into force on the date of its passage.

6.3 The Chief shall implement this By-law, where applicable, through General Order.

ENACTED AND PASSED this 25<sup>th</sup> day of September, 2025.

THE REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICE BOARD

  
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Pat Chiochio, Chair

  
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Deb Reid, Executive Director