

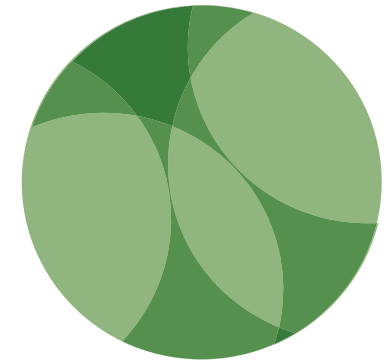
Partner Agencies

- **African Canadian Social Development Council**
(416) 658-5100
- **Alexandra Park Community Centre**
(416) 603-9603
- **Alexandra Park Neighbourhood Learning Centre**
(416) 591-7384
- **Atkinson Co-op**
(416) 504-6993
- **Canadian Race Relations Foundation**
(416) 952-3500
- **Canadian Arab Federation**
(416) 493-8635
- **Community Social Planning Council of Toronto**
(416) 351-0095
- **Co-operative Housing Federation of Toronto**
(416) 465-8688
- **Council of Agencies Serving South Asians**
(416) 979-8611
- **Davenport-Perth Neighbourhood Centre**
(416) 656-8025
- **Delta Family Resource Centre**
(416) 747-1172
- **Eastview Community Neighbourhood Centre**
(416) 393-6354
- **Fort York Food Bank**
(416) 203-3011
- **Hispanic Development Council**
(416) 516-0851
- **Hong Fook Mental Health Association**
(416) 493-4242
- **Jamaican Canadian Association**
(416) 746-5772
- **Jane Finch Community Legal Services**
(416) 398-0677
- **Jane/Finch Concerned Citizens Organization**
(416) 880-2870
- **Justice for Children and Youth**
(416) 920-1633
- **Kensington-Bellwoods Community Legal Services**
(416) 924-4244

- **Midaynta Association of Somali Serving Agencies**
(416) 544-1992
- **NEW Experiences for Newcomer Women**
(416) 469-0196
- **Ontario Council of Agencies Serving Immigrants**
(416) 322-4950
- **Regent Park Neighbourhood Initiative**
(416) 981-6738
- **Scadding Court Community Centre**
(416) 392-0335
- **Schizophrenia Society of Ontario**
(416) 449-6830
- **South Asian Family Support Services**
(416) 431-4847
- **South Asian Legal Clinic of Ontario**
(416) 542-9146
- **South Asian Women's Centre**
(416) 537-2276
- **St. Christopher House**
(416) 848-7980
- **St. Stephen's Community House**
(416) 925-2103
- **Street Health**
(416) 921-8668
- **The 519 Church Street Community Centre**
(416) 392-6878
- **Toronto Community Housing**
(416) 981-5500
- **Toronto Police Accountability Coalition**
(416) 977-5097
- **Toronto Police Service**
(416) 808-2800
- **YMCA Youth Intervention and Outreach Services**
(416) 504-1710



Police Complaints Process



CEAPC

**COMMUNITY EDUCATION &
ACCESS TO POLICE COMPLAINTS
DEMONSTRATION PROJECT**



INTRODUCTION TO CEAPC

The goal of the Community Education & Access to Police Complaints Demonstration Project (CEAPC) is to ensure that the police complaints system is accessible and available to the specific needs of community members, as well as providing opportunities for education.

There are 33 community partners working towards achieving this goal by:

- Helping you to learn more about the police complaints process
- Assisting you to file a complaint in a community-based environment
- Provide you with language interpretation if required
- Working through your safety concerns
- Providing opportunities for education on your legal rights
- Building bridges between communities and the police

WHAT IS A POLICE COMPLAINT?

A police complaint can be categorized in three ways:

1. **Service Complaint** - *"Why did it take so long for the police to come to my house after I placed a call to them?"*

2. **Policy Complaint** - *"Why do the police have a policy to search my home when I file a missing persons report for my child?"*

3. **Police Conduct Complaint** - This type of complaint relates to the behaviour of a police officer. It lets you explain in your own words why you were offended by the actions of an officer(s).

MAKING A COMPLAINT

Key points of making a complaint include:

- You must be **directly affected** by the incident in order to file a complaint
- It must be made within **6 months** of the incident that led to the complaint
- It must be **in writing**. We can assist you in writing your complaint, but you must sign it

*It is important to have the officers' **badge number and name**. You have the right to ask for this information. Also remember to write down:*

- The officers' physical description
- Time, date and location of the incident
- Names and contact information of any witnesses
- What was said and done by you, the police, and anyone else involved

You can file a complaint through Scadding Court Community Centre or one of our project partners (listed on back), or you can fill out a form online at:

www.scaddingcourt.org

www.torontopolice.on.ca

www.occps.on.ca

AFTER YOU FILE A COMPLAINT

After you file a complaint, it will be forwarded to the Chief of Police. The Chief has 30 days to determine whether or not the incident requires further investigation. You will receive written notice of this decision. If you are unhappy with the Chief's decision, come back and see us about your options, such as appealing to the Ontario Civilian Commission on Police Services (OCCPS), who you can call at (416) 326-1189 or toll-free at 1-888-515-5005.

IMPORTANCE OF FILING A COMPLAINT

When you file a complaint, it goes onto the officer's record. If the misconduct of the officer continues, and more complaints are documented, the case against that officer is strengthened. In the future, you will also have a written record to support your defense should another incident occur.

For more information contact

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Scadding Court Community Centre
707 Dundas Street West
Toronto, Ontario M5T 2W6

Phone: (416) 392-0335 x233

Fax: (416) 392-0340

Email: lsarangil@scaddingcourt.org
www.scaddingcourt.org