



## Ontario Police Arbitration Commission Complaint Policy

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The Ontario Police Arbitration Commission (OPAC) administers the conciliation and mediation-arbitration processes under Part VIII of the [Police Services Act](#).

OPAC is required to maintain a Register of professional Conciliators, and Arbitrators, who may be appointed by the Solicitor General to assist Police Associations and Police Services Boards in the resolution of rights and interest disputes arising out of negotiations and administration of collective agreements.

OPAC is required to competently fulfill its mandate and legislative obligations as set out in the [Police Services Act](#) and in accordance with other Ministry requirements. OPAC is committed to providing quality services to all stakeholders, maintain high public service standards, including transparency, accessibility, timeliness and professionalism. Notwithstanding OPAC's intention, and commitment, to providing the highest possible standard in executing its mandate and legislative obligations, the Complaint Policy is intended to provide a vehicle to make legitimate, formal, complaints to OPAC. The policy is intended to deal with complaints related to OPAC's Administration of its day-to-day operations. The policy is not intended to deal with complaints about the process before a conciliator or arbitrator. Complainants choosing to make a formal complaint must be aware of the purpose of the Complaint Policy and adhere to the guidelines set out herein.

### **OPAC Commission Members representing the Ontario Association of Police Services Boards (OAPSB) and the Police Association of Ontario (PAO) Representatives Appointed.**

Commission Members who are Executive Members, or Members of the OAPSB and PAO have no involvement, whatsoever, in the selection or appointment of conciliators and arbitrators to specific rights or interest disputes arising from a particular Police Service or individual. Therefore, Commission Members who represent the OAPSB or PAO, have no conflict of interest in the selection or appointment of conciliators and arbitrators.

### **Making a Complaint**

- If a person chooses to make a complaint, the complaint must be made in writing, and submitted by letter, fax or email. If you require accommodation to file your written complaint, contact our office using the information at the end of this document.
- A complaint may not be made anonymously. The complainant must identify who they are and provide enough detailed information about the substance of the complaint for OPAC to respond. The mailing address, telephone number, or email address of the complainant must be provided. Where the complaint does not include sufficient information, OPAC is unable to contact a complainant due to lack of information, or where the complainant fails to respond to requests for additional information, OPAC reserves the right to close the complaint.

- OPAC will investigate the complaint. The complainant understands and agrees, the person or persons who are the subject of the complaint may be informed of the complaint in detail. All parties to a complaint will be treated with respect, fairness and impartiality.
- Where OPAC considers a complaint to be frivolous, vexatious or made in bad faith, OPAC reserves the right to terminate an investigation.
- OPAC may decline opening an investigation into a complaint where OPAC believes the complaint could, more appropriately, be dealt with in whole or in part under another Act, investigative or adjudicative forum or process.

**Whenever Possible, OPAC will respond within 10 business days of receiving a formal complaint.** Should OPAC reasonably be unable to fully review a complaint within the 10-business day period, contact will be made with the complainant to acknowledge receipt of the complaint and what the current disposition is.

## Contact Information

Chair / Manager & Executive Advisor  
Ontario Police Arbitration Commission  
25 Grosvenor Street, 15<sup>th</sup> Floor  
Toronto, ON M7A 1Y6

Tel: 416-314-3520

Fax: 416-314-3522

Email: [OPAC.applications@ontario.ca](mailto:OPAC.applications@ontario.ca)

This policy is also available online at <https://www.policearbitration.gov.on.ca/> and in various accessible formats by request.

The Ontario Police Arbitration Commission is authorized under the *Freedom of Information and Protection of Privacy Act*, sections 38(2) and 41(1)(b), to collect and use the information provided in your complaint about OPAC's programs and services. We do this to make sure we are providing the best customer service possible. Some of the information that you provide may be your personal information. We will use this information only to process, inquire into and respond to your complaint. We care about protecting your privacy. If you have any questions about the complaint process, please use the contact information above.