



## Ontario Police Arbitration and Adjudication Commission Complaint Policy

The Ontario Police Arbitration and Adjudication Commission (OPAAC) administers the conciliation, mediation-arbitration and adjudication processes pursuant to the Community Safety and Policing Act, 2019.

OPAAC is required to maintain a Register of professional Conciliators and Arbitrators, and a Roster of Adjudicators who are appointed by the OPAAC Chair.

OPAAC is required to competently fulfill its mandate and legislative obligations as set out in the Community Safety and Policing Act and in accordance with other Ministry requirements. OPAAC is committed to providing quality services to all stakeholders, maintain high public service standards, including transparency, accessibility, timeliness and professionalism. Notwithstanding OPAAC'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 OPAAC. The policy is intended to deal with complaints related to OPAAC's Administration of its day-to-day operations. The policy is not intended to deal with complaints about the process before a conciliator, arbitrator or adjudicator. 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.

### OPAAC Committee Members representing Police Associations, Police Service Boards, and Chiefs of Police.

Committee Members who represent Police Associations, Police Service Boards, and Chiefs of Police have no involvement, whatsoever, in the selection or appointment of conciliators, arbitrators or adjudicators to specific disputes arising from a particular Police Service or individual. Therefore, Committee Members who represent Police Associations, Police Service Boards, and Chiefs of Police, have no conflict of interest in the selection or appointment of conciliators, arbitrators, or adjudicators.

### 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 OPAAC to respond. The mailing address, telephone number, or email address of the complainant must be provided. Where the complaint does not include sufficient information, OPAAC is unable to contact a complainant due to lack of information, or where the complainant fails to respond to requests for additional information, OPAAC reserves the right to close the complaint.

- OPAAC 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 OPAAC considers a complaint to be frivolous, vexatious or made in bad faith, OPAAC reserves the right to terminate an investigation.
- OPAAC may decline opening an investigation into a complaint where OPAAC 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, OPAAC will respond within 10 business days of receiving a formal complaint.** Should OPAAC 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 | Senior Manager

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

The Ontario Police Arbitration and Adjudication 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 OPAAC'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.