



## Public Complaints

The rate of public complaints received in 2006 remained at historically low levels considering the nature of the business and the volume of calls every year.

In 2006, there were 100 public complaints received - the same level as 2005. That works out to 16.6 complaints per 100,000 citizens, down from the 2005 rate of 17.1/100,000, or only one complaint for every 1,227 calls for service.

Every public complaint is taken seriously and is investigated either by the supervisor on duty or the Professional Standards Unit.

The majority of complaints are quickly resolved after an initial discussion with supervisors. Many complaints are found to be unsubstantiated or unfounded after initial investigation. In some instances, further follow up is required. If the complaint is found to have merit, the consequences for the officer can range from a verbal reprimand to outright dismissal.

In most police services, the most frequent public complaints involve allegations of improper language, rudeness or poor attitude amongst police officers. Of the 100 complaints received in 2006, 14 involved allegations of Excessive Use of Force, 69 involved allegations of Discreditable Conduct and 27 involved allegations of Neglect of Duty. In total, 33 were found to be unsubstantiated, vexatious or made in bad faith and 43 were withdrawn by the initial complainant.

## The Special Investigations Unit

Every year, some police officers inevitably find themselves in life-threatening or dangerous situations while on duty. From Emotionally Disturbed Person calls to domestic violence incidents, officers are specially trained in how to deal with these situations with the right amount of force.

In Ontario, when a person is seriously injured or killed during any police activity, the Special Investigations Unit must be notified.

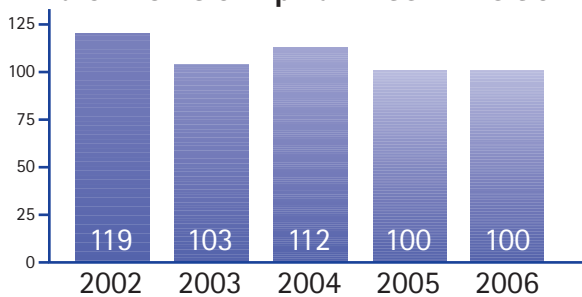
In 2006, the SIU were called to Durham Region eight times and after thorough investigations, every incident was cleared and the officer was deemed to have acted appropriately.

## Police Pursuits

One of the most dangerous parts of policing is vehicle pursuits. Durham Regional Police officers are governed by a strict policy of when such pursuits are warranted due to the increased risk to public safety.

In 2006 there were only 59 police pursuits in Durham Region and almost all of these (56) lasted less than five kilometres. In 22 of these incidents, the pursuits were called off by police officers or communication supervisors for safety reasons. There were nine reported injuries - three to police officers and six to suspects.

### Public Complaints History\*



\* Source: Professional Standards Unit, DRPS

# Regional and Community Police Office Overview



In late 2005, DRPS switched records management and call dispatch computer systems. Due to the new systems, the statistics from previous years can not be compared to the 2006 data. The following is a summary of Region-wide statistics. Any questions regarding these statistical results should be directed to the DRPS Strategic Planning Unit at (905) 579-1520 ext. 4316.