

Civilian Review and
Complaints Commission
for the RCMP



Commission civile d'examen
et de traitement des plaintes
relatives à la GRC

Report on RCMP Public Complaints

2023-2024

All Provinces and Territories

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Civilian Review and Complaints Commission for the RCMP
P.O. Box 1722, Station B
Ottawa, ON K1P 0B3
Fax: 613-952-8045 (Ottawa)
Email: publications@crcc-ccetp.gc.ca

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REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Canada-wide

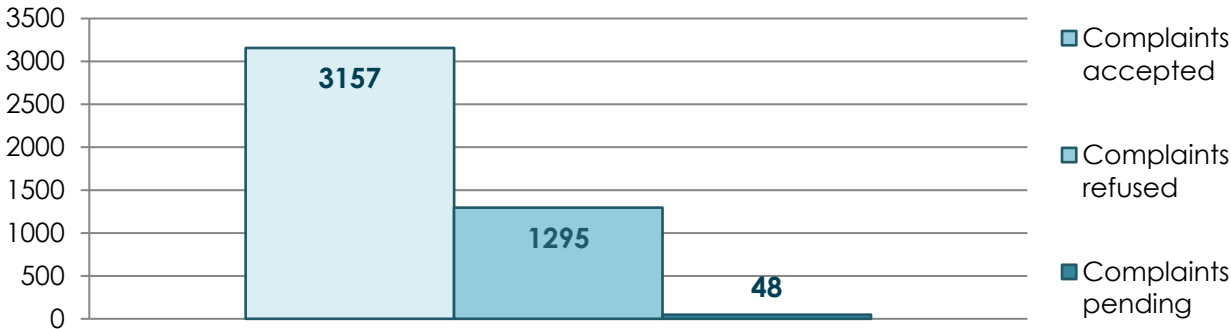
Public Complaints Received

The Civilian Review and Complaints Commission for the RCMP (CRCC) accepts complaints about the on-duty conduct of RCMP members. Complaints may also be made directly with the RCMP or the provincial authority responsible for receiving complaints. For more information, please see the CRCC's [2023-24 Annual Report](#).

Of the **4,500** public complaints filed, **3,157** were sent to the RCMP for investigation, while **1,295** did not meet the criteria set out in Part VII of the RCMP Act.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints Canada-Wide 2023-24

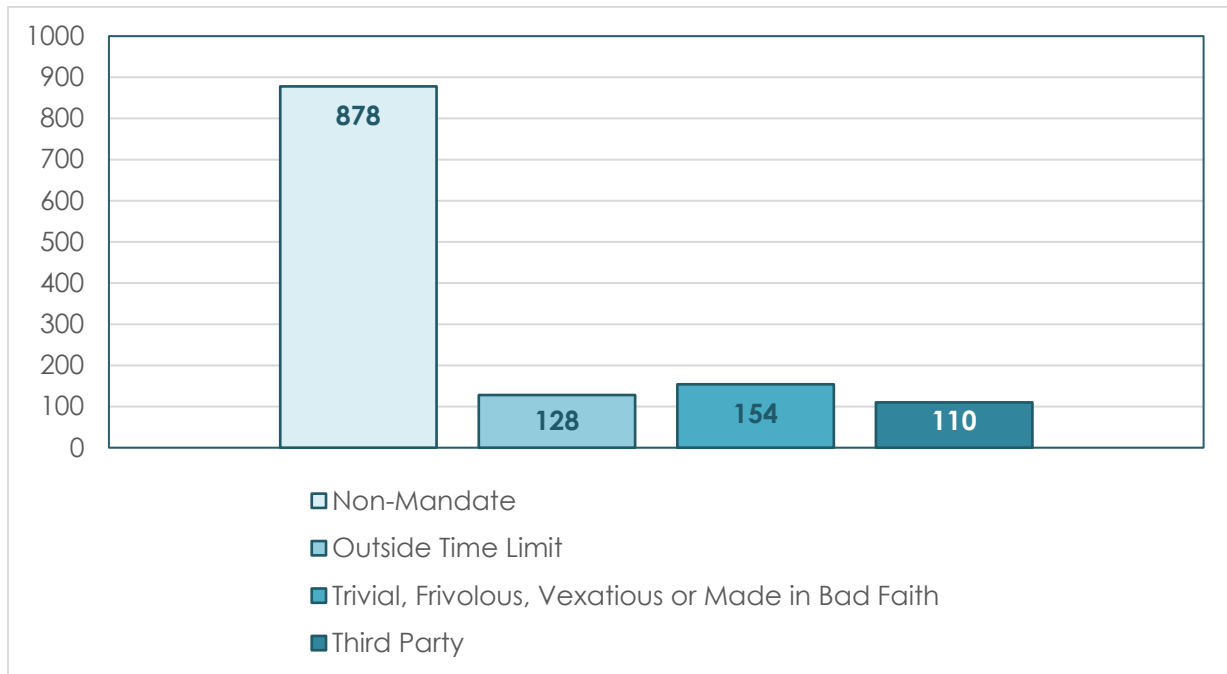


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

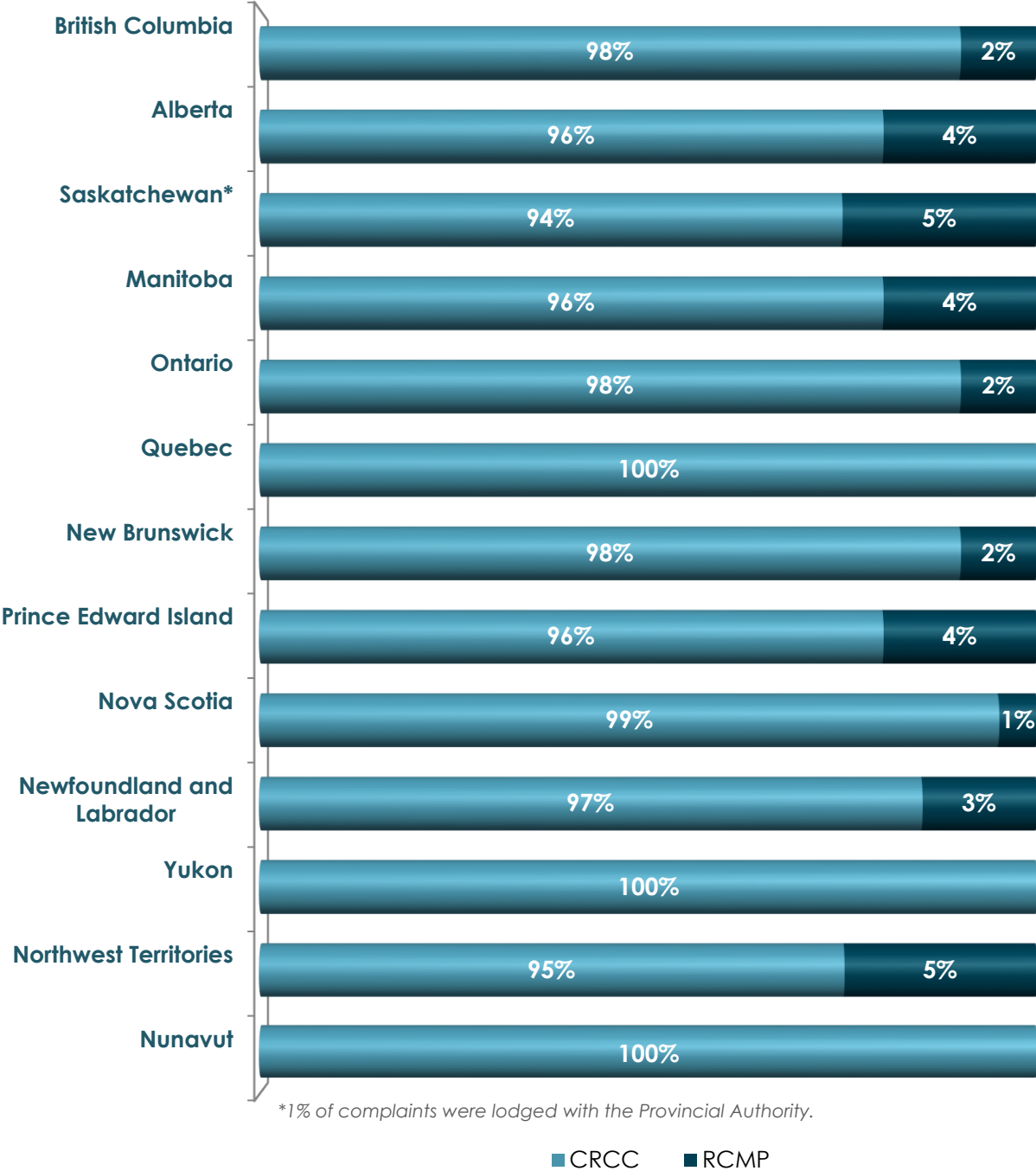
Refused Complaints Canada-Wide 2023-24



Other reasons for refused complaints each accounted for 1% or less of total refused complaints.

Complaints Lodged with the CRCC vs. the RCMP

BY PROVINCE AND TERRITORY



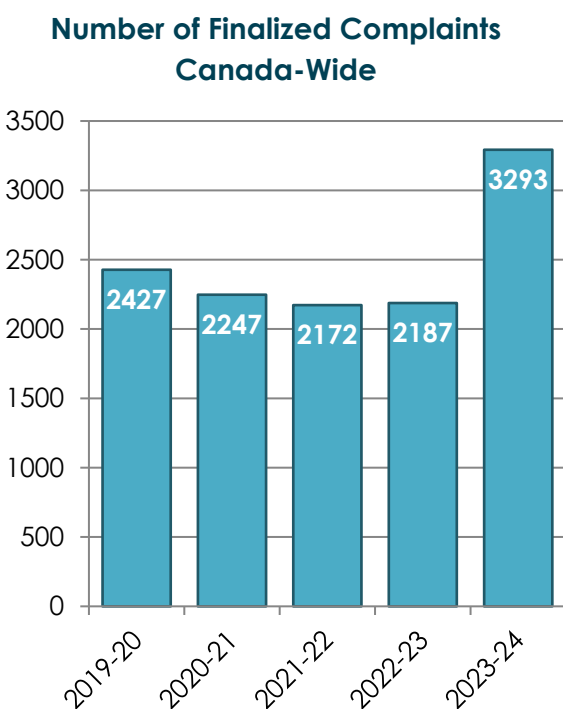
Numbers relating to complaints filed with RCMP are based on information available to the CRCC at the time data was generated.

Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

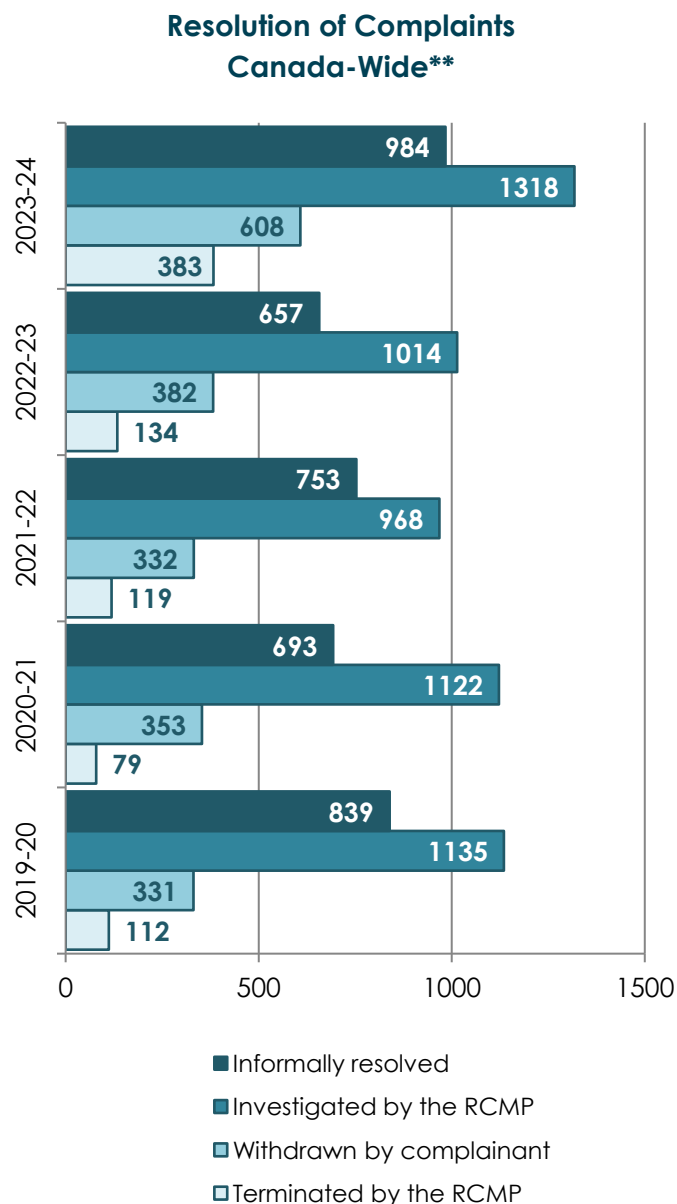
It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.



*With the exception of public interest investigations, which are carried out by the CRCC.

** A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

A complaint may contain a single allegation* or multiple allegations.

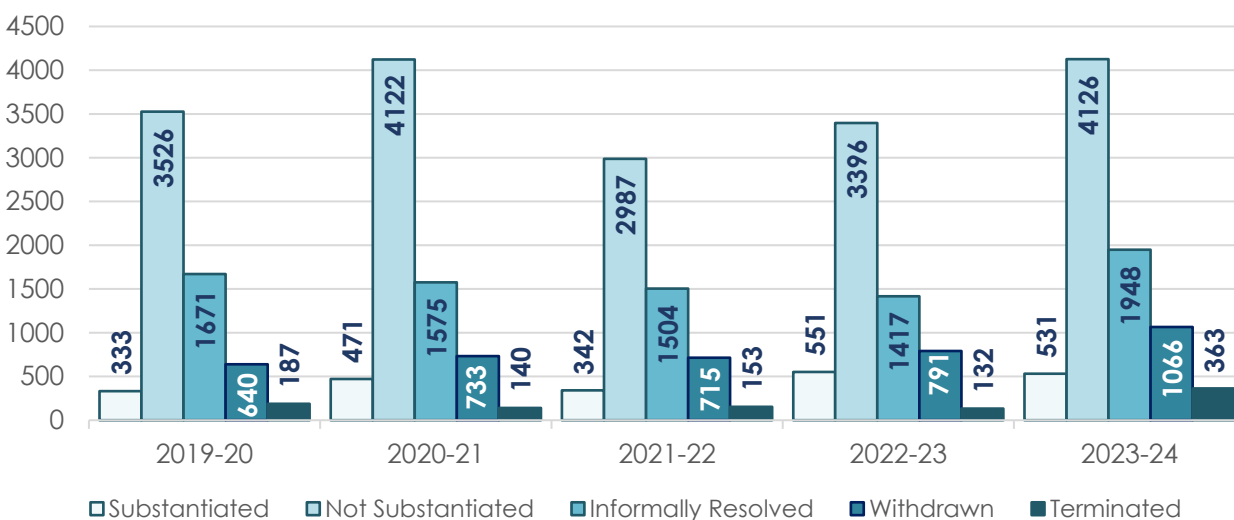
Allegations contained in public complaints are categorized during the investigation.

In 2023-24, the **3,293** finalized complaint investigations contained **8,034** allegations.

The allegations were resolved as follows:

- **7%** were substantiated by the RCMP
- **51%** were not substantiated by the RCMP
- **24%** were informally resolved
- **13%** were withdrawn by the complainant
- **5%** were terminated by the RCMP

Allegation Outcomes Canada-Wide



Top five allegation categories remained unchanged in 2023-2024. The way in which they were resolved is outlined below:

Top Five Allegation Categories Canada-Wide 2023-24

Allegation	Total	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by Complainant
Neglect of Duty	3502	303	1771	768	148	512
Improper Attitude	2141	117	944	713	93	274
Improper Use of Force	755	11	502	127	49	66
Improper Arrest	501	35	313	85	8	60
Irregularity in Procedure	238	18	100	69	13	38

*A list of all allegations is available on the [CRCC Website](#).

Public Complaint Investigation Service Standards

Service standards allow public complaints about RCMP member conduct to be addressed in a consistent and timely manner.

The CRCC's service standard for forwarding complaints to the RCMP's National Public Complaints Directorate (NPCD) is **10 days**. In 2023-24, 38% of complaints were sent to the RCMP within the 10-day service standard*.

CRCC Service Standard for Complaints Received in 2023-24

Number of Days to Send Complaint to RCMP	Total Complaints Sent to RCMP
10 days or less	1276 (38%)
10-20 days	975 (29%)
20-30 days	392 (12%)
30-40 days	139 (4%)
40+ days	572 (17%)

The RCMP's internal service standard for investigating and concluding public complaints is **120 days**. In 2023-24, 65% of complaint investigations were finalized within the RCMP's 120-day internal service standard.

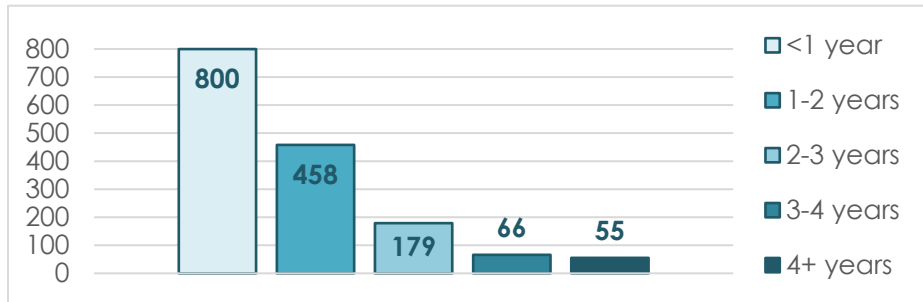
RCMP Service Standard for Complaint Investigations in 2023-24

Time to Investigate and Finalize Complaints	Finalized Complaint Investigations
120 days or less	1808 (65%)
Over 120 days, > 1 year	766 (27%)
1-2 years	175 (6%)
2+ years	41 (1%)

*Some complaints sent to the RCMP in 2023-24 were lodged with the CRCC in 2022-23.

The chart below outlines the number of outstanding public complaints that have been with the RCMP for over 120 days.

Outstanding Complaints Over 120 Days



<1 refers to complaints that are outstanding for more than 120 days, but less than 1 year.

The CRCC calculates investigation length as the number of business days required for the RCMP to conclude a complaint filed with the CRCC. The table below reflects only complaints filed with the CRCC (~98%) and do not account for complaints filed directly with the RCMP (~2%).

Average Length of RCMP Public Complaint Investigation

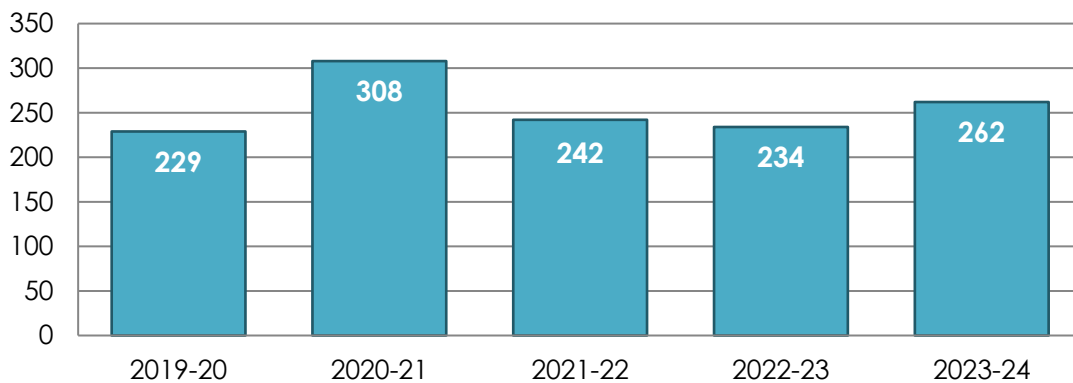
Resolution Method	Average Number of Days to Finalize Complaint
Investigated by the RCMP	221
Informally Resolved	92
Withdrawn by the Complainant	69
Terminated by the RCMP	78

Complaints Referred to the CRCC for Review

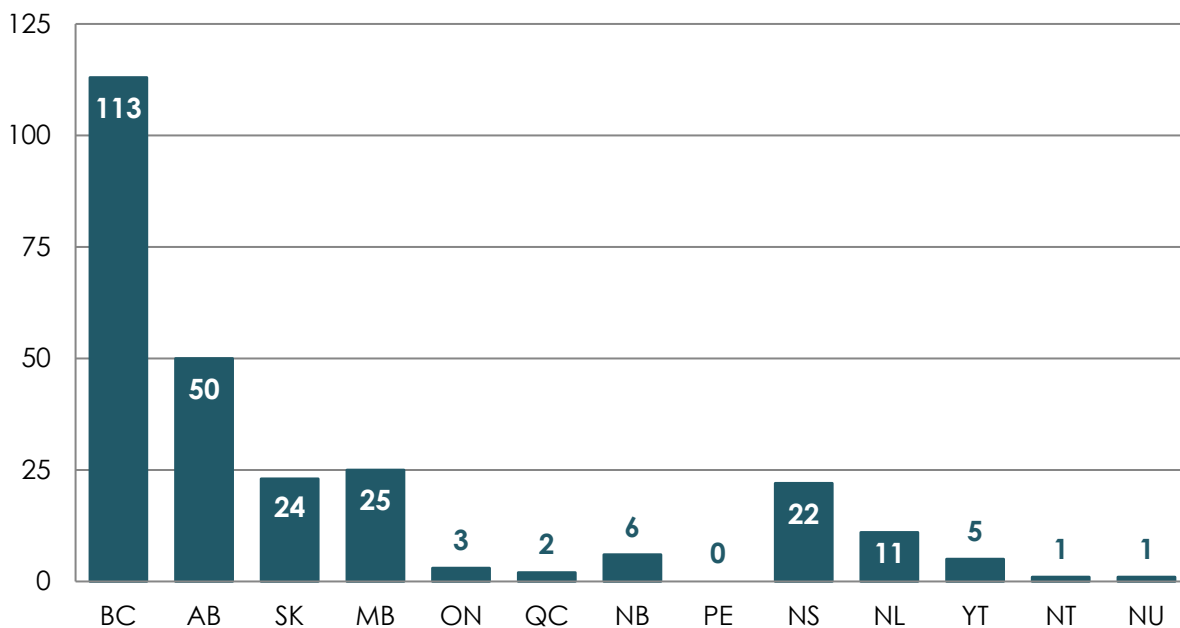
Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

The role of the CRCC is to make findings after an objective examination of the information available and to make recommendations that improve policy and performance of the RCMP and its members.

Number of Finalized Complaints Referred to CRCC for Review Canada-Wide



Number of Finalized Complaints Referred to CRCC for Review by Province & Territory 2023-24



At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

If the CRCC is not satisfied with the RCMP's handling of the complaint, the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response** and prepares a **Final Report**.

Review Reports Issued Canada-Wide

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	149	42	55	246
2022-23	184	59	49	292
2021-22	176	54	174	404
2020-21	196	48	78	322
2019-20	313	57	24	394

Recommendations

In 2023-24, the CRCC made **184** recommendations. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendations Supported by the RCMP Canada-Wide 2023-24

Province Territory	Supported by the RCMP	Not Supported by the RCMP	Partially Supported by the RCMP	Total
BC	43	3	0	46
AB	36	10	4	50
SK	5	2	2	9
MB	13	0	0	13
ON	1	0	1	2
QC	4	0	0	4
NB	18	4	2	24
PE	6	0	0	6
NS	20	1	4	25
NL	1	1	0	2
YT	3	0	0	3
NT	0	0	0	0
NU	0	0	0	0
TOTAL	150	21	13	184

*The RCMP made an additional 9 commitments stemming from CRCC recommendations.

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

British Columbia

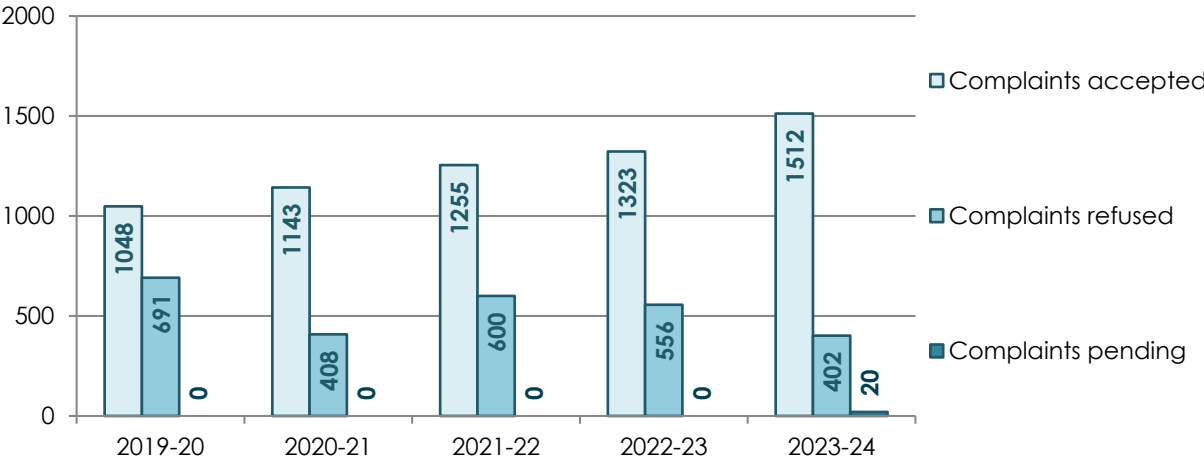
- **1,934** complaints lodged representing **43%** of complaints lodged Canada-wide
- **1,656** complaints finalized representing **50%** of complaints finalized Canada-wide

Public Complaints Received

Of the **1,934** public complaints lodged regarding the on-duty conduct of RCMP members in British Columbia between April 1, 2023, and March 31, 2024, the CRCC received **1,902** complaints, while the RCMP received **31** complaints, and **1** was lodged with a provincial authority.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in British Columbia

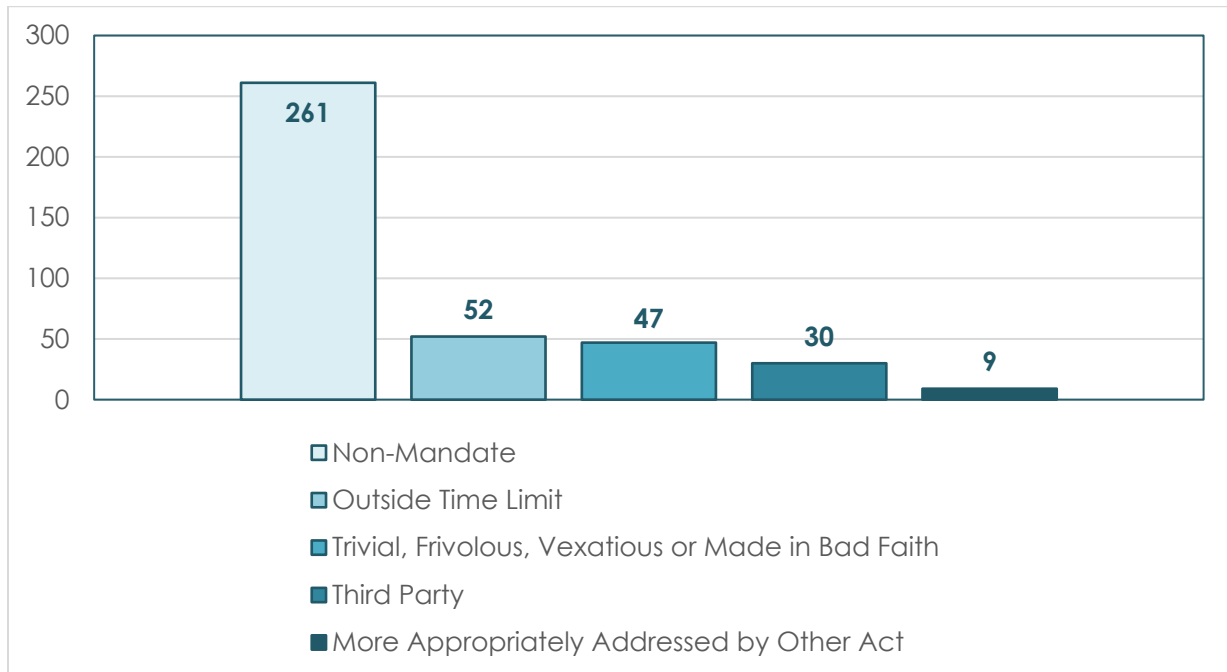


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in British Columbia



The CRCC refused 1 complaint related to national security. The CRCC does not have jurisdiction to conduct a review of an RCMP activity that is related to national security. These matters are referred to the National Security and Intelligence Review Agency (NSIRA).

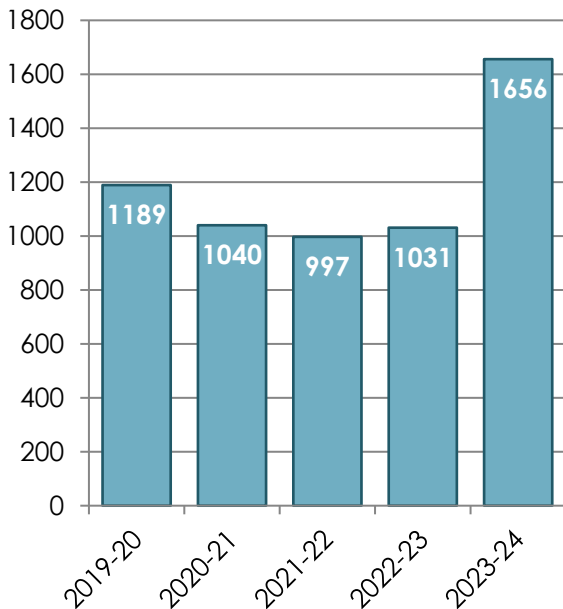
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

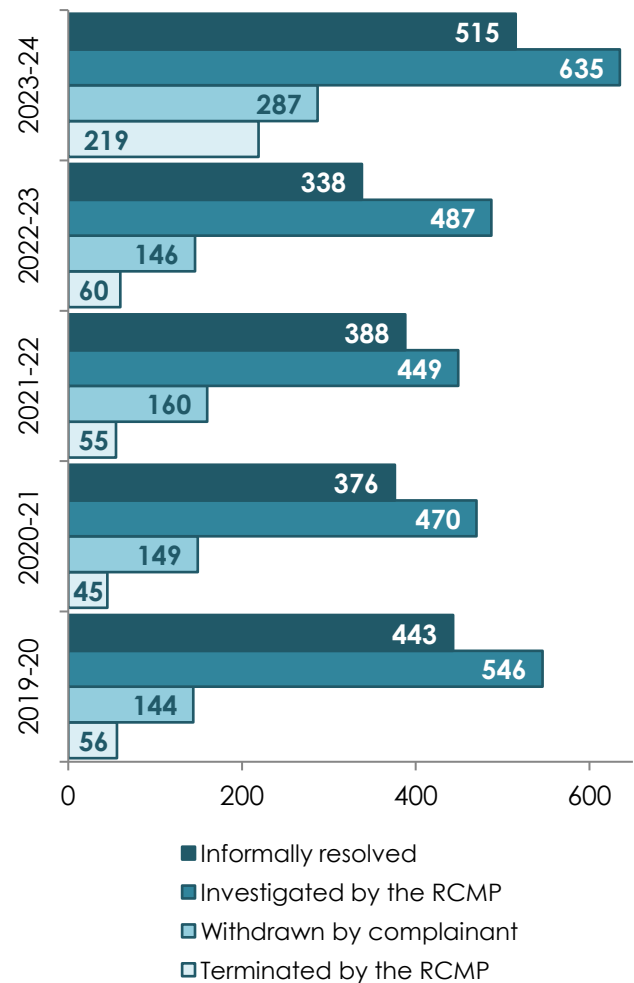
Number of Finalized Complaints in British Columbia



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in British Columbia**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in British Columbia finalized **1,656** complaints containing **3,846** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 1546	120	733	372	59	262
Improper Attitude 1031	45	423	403	41	119
Improper Use of Force 429	3	279	81	29	37
Improper Arrest 271	17	169	43	6	36
Irregularity in Procedure 124	4	43	48	9	20

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

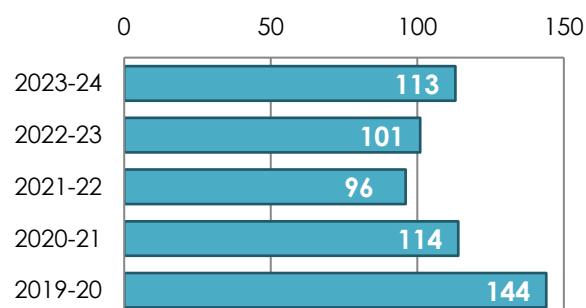
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **113** new requests for review concerning complaints in British Columbia.

Number of Finalized Complaints Referred to CRCC for Review (BC)



Review Reports Issued (BC)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	61	13	13	87
2022-23	66	12	17	95
2021-22	70	24	73	167
2020-21	92	26	23	141
2019-20	129	16	10	155

Recommendations

In 2023-24, the CRCC made **46** recommendations in British Columbia. The breakdown of RCMP responses to CRCC recommendations is as follows:

Most Common Recommendation Types Issued by the CRCC in British Columbia

Recommendation	Number
Operational Guidance	16
Training/Protocol Review	7
Apology	7
Policy Review/Amendment	7

The RCMP made 2 additional commitments stemming from a CRCC recommendation.

Recommendations Supported by the RCMP in British Columbia

Recommendation	Number
Supported	93%
Partially Supported	0%
Not Supported	7%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Alberta

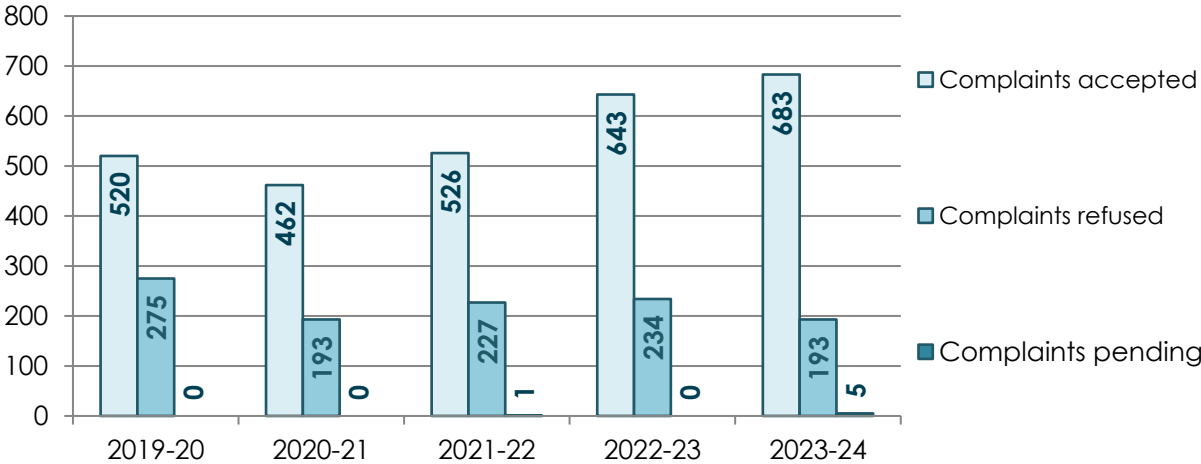
- **881** complaints lodged representing **20%** of complaints lodged Canada-wide
- **675** complaints finalized representing **20%** of complaints finalized Canada-wide

Public Complaints Received

Of the **881** public complaints lodged regarding the on-duty conduct of RCMP members in Alberta between April 1, 2023, and March 31, 2024, the CRCC received **846** complaints, while the RCMP received **33** complaints, and **2** were lodged with a provincial authority.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Alberta

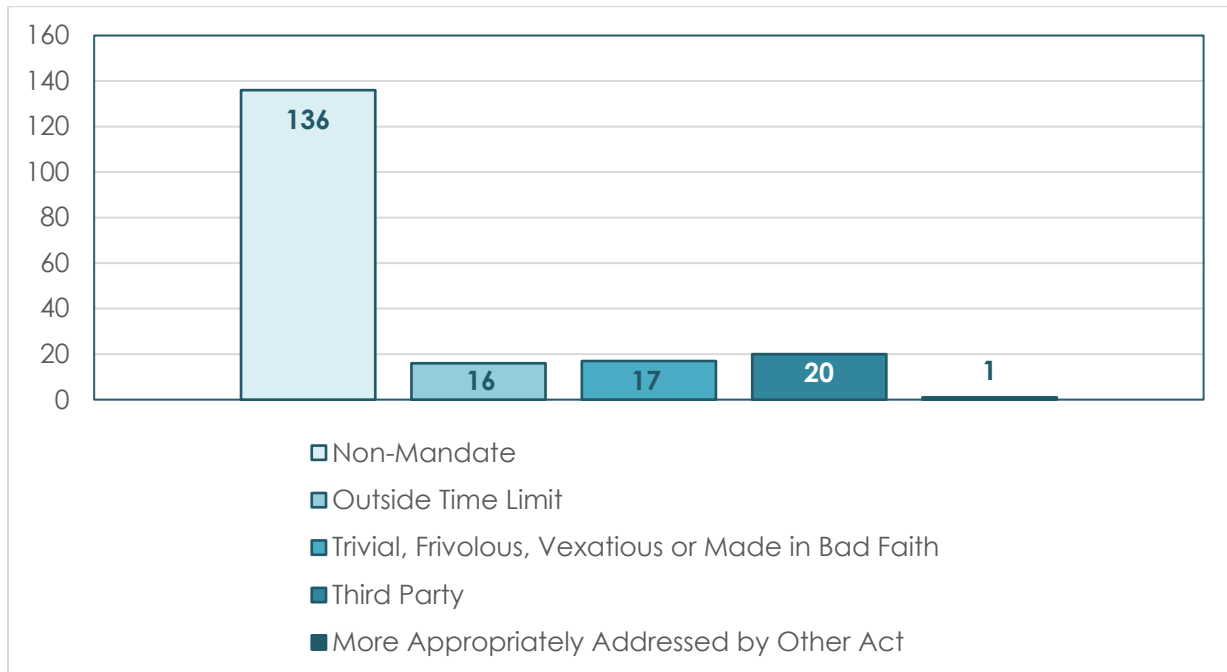


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Alberta



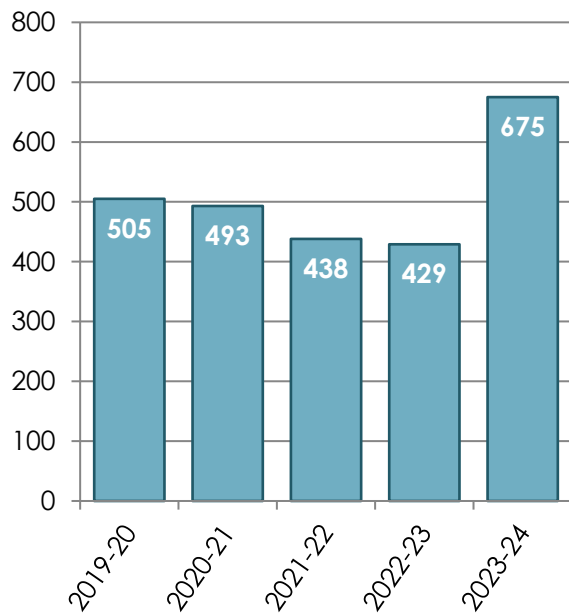
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

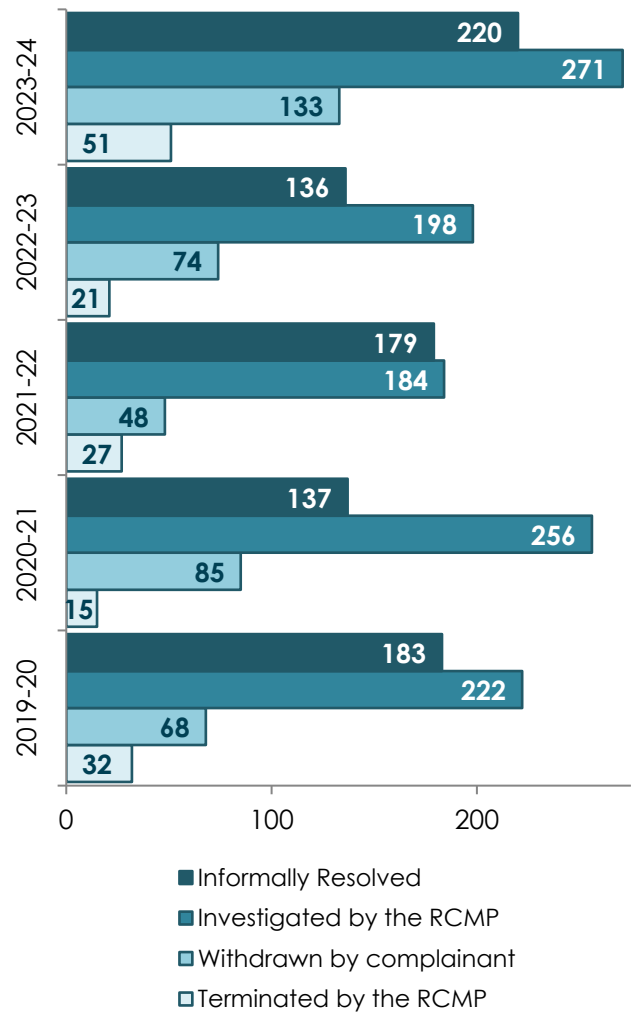
Number of Finalized Complaints in Alberta



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Alberta**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Alberta finalized **675** complaints containing **1,438** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 669	76	337	157	18	81
Improper Attitude 510	36	212	164	28	70
Improper Use of Force 126	4	93	11	8	10
Improper Arrest 86	10	56	15	0	5
Irregularity in Procedure 47	2	20	11	2	12

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

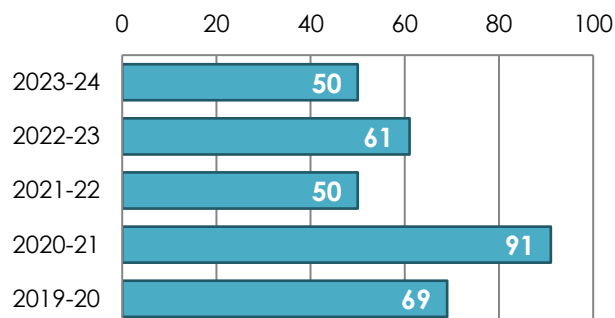
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Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **50** new requests for review concerning complaints in Alberta.

Number of Finalized Complaints Referred to CRCC for Review (AB)



Review Reports Issued (AB)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	24	7	18	49
2022-23	55	21	13	89
2021-22	55	12	43	110
2020-21	37	14	12	63
2019-20	70	16	8	94

Recommendations

In 2023-24, the CRCC made **50** recommendations in Alberta. The breakdown of RCMP responses to CRCC recommendations is as follows:

Most Common Recommendation Types Issued by the CRCC in Alberta

Recommendation	Number
Operational Guidance	19
Apology	7
Report Review	5
Further Investigation	4

The RCMP made 1 additional commitment stemming from a CRCC recommendation.

Recommendations Supported by the RCMP in Alberta

Recommendation	Number
Supported	72%
Partially Supported	8%
Not Supported	20%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Saskatchewan

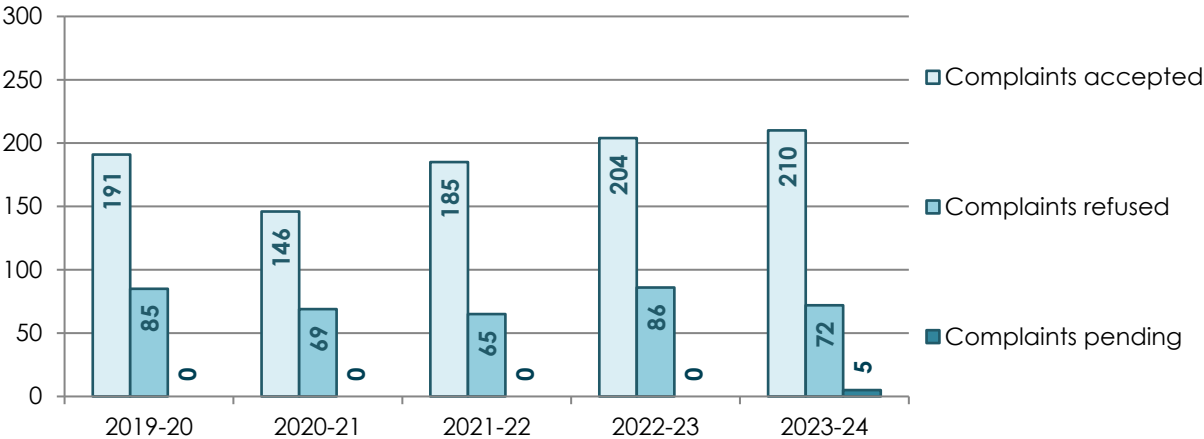
- **287** complaints lodged representing **6%** of complaints lodged Canada-wide
- **248** complaints finalized representing **8%** of complaints finalized Canada-wide

Public Complaints Received

Of the **287** public complaints lodged regarding the on-duty conduct of RCMP members in Saskatchewan between April 1, 2023, and March 31, 2024, the CRCC received **270** complaints, while the RCMP received **14** complaints, and **3** were lodged with the provincial authority.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Saskatchewan

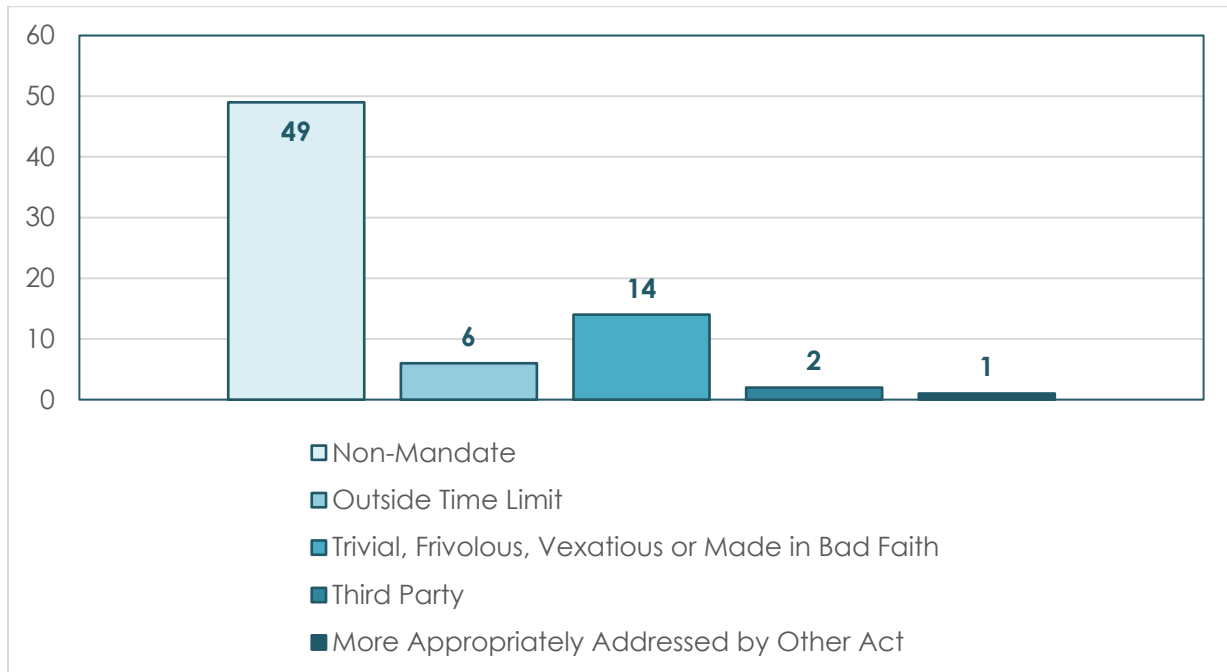


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- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Saskatchewan



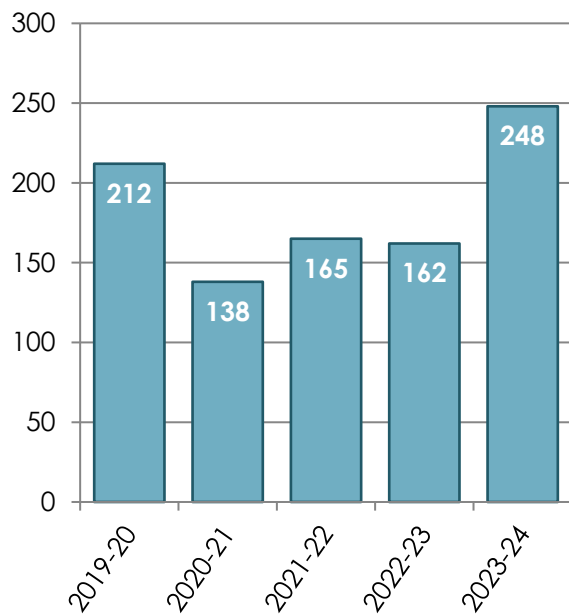
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

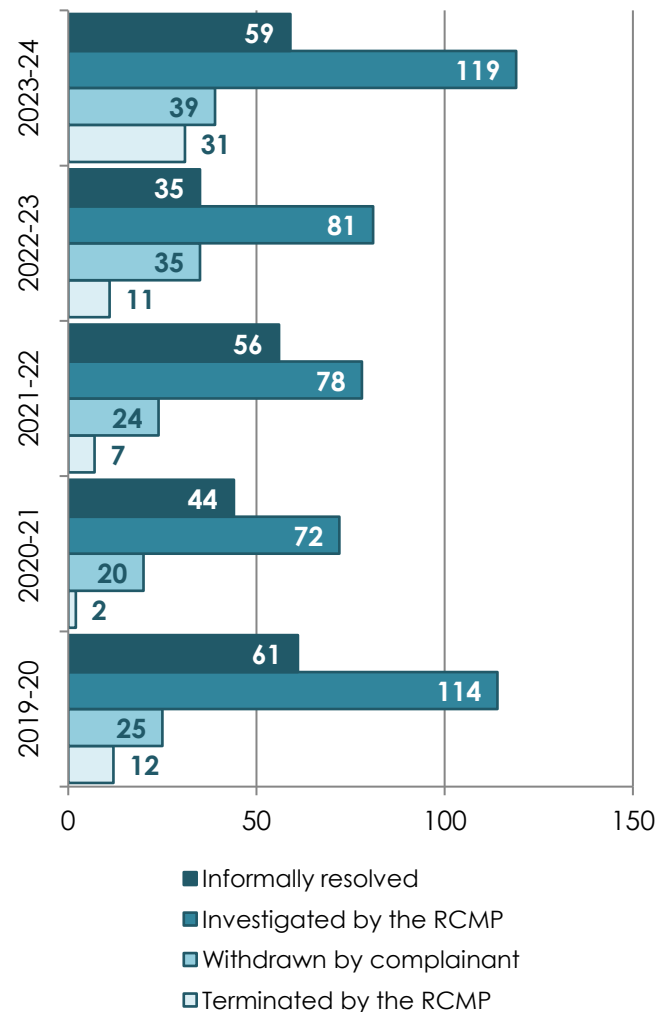
Number of Finalized Complaints in Saskatchewan



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Saskatchewan**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Saskatchewan finalized **248** complaints containing **639** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 363	44	192	58	29	40
Improper Attitude 146	15	80	29	3	19
Improper Use of Force 69	0	48	15	4	2
Improper Arrest 43	6	27	7	1	2
Improper Search of Premises 18	0	12	3	2	1

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

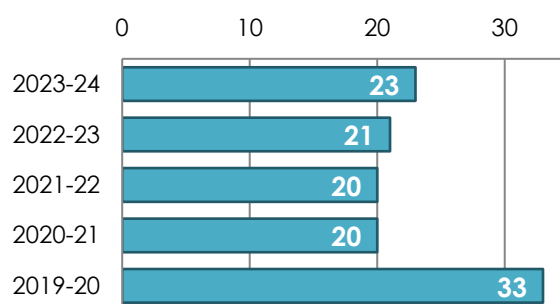
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **23** new requests for review concerning complaints in Saskatchewan.

Number of Finalized Complaints Referred to CRCC for Review (SK)



Review Reports Issued (SK)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	19	4	4	27
2022-23	11	7	6	24
2021-22	9	2	15	26
2020-21	26	4	4	34
2019-20	28	7	2	37

Recommendations

In the 2023-24, the CRCC made 9 recommendations in Saskatchewan. The breakdown of RCMP responses to CRCC recommendations is as follows:

Most Common Recommendation Types Issued by the CRCC in Saskatchewan

Recommendation	Number
Operational Guidance	4
Training / Protocol Review	2
Apology	1
Further Investigation	1

The RCMP made 1 additional commitment stemming from a CRCC recommendation.

Recommendations Supported by the RCMP in Saskatchewan

Recommendation	Number
Supported	56%
Partially Supported	22%
Not Supported	22%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Manitoba

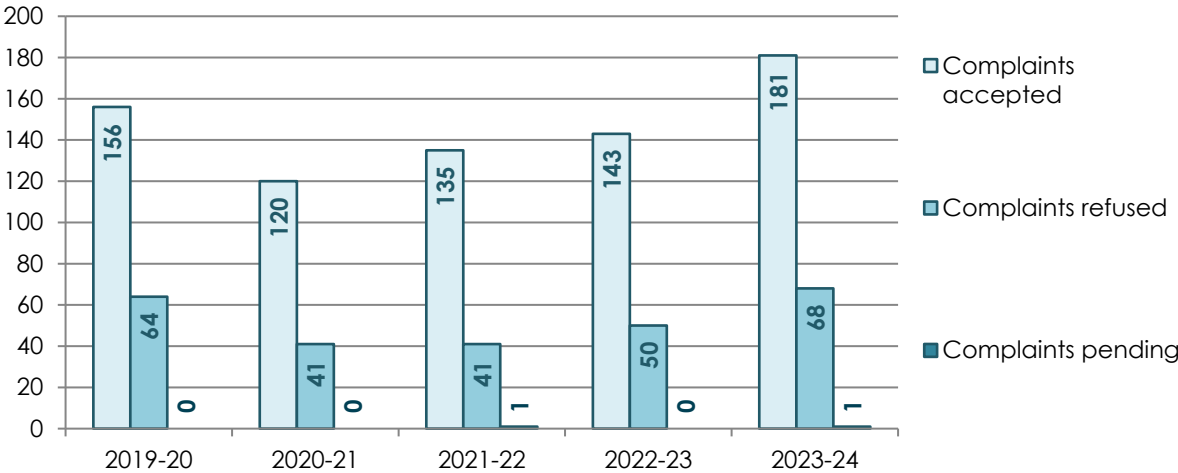
- **250** complaints lodged representing **6%** of complaints lodged Canada-wide
- **185** complaints finalized representing **6%** of complaints finalized Canada-wide

Public Complaints Received

Of the **250** public complaints lodged regarding the on-duty conduct of RCMP members in Manitoba between April 1, 2023, and March 31, 2024, the CRCC received **241** complaints, while the RCMP received **9** complaints.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Manitoba

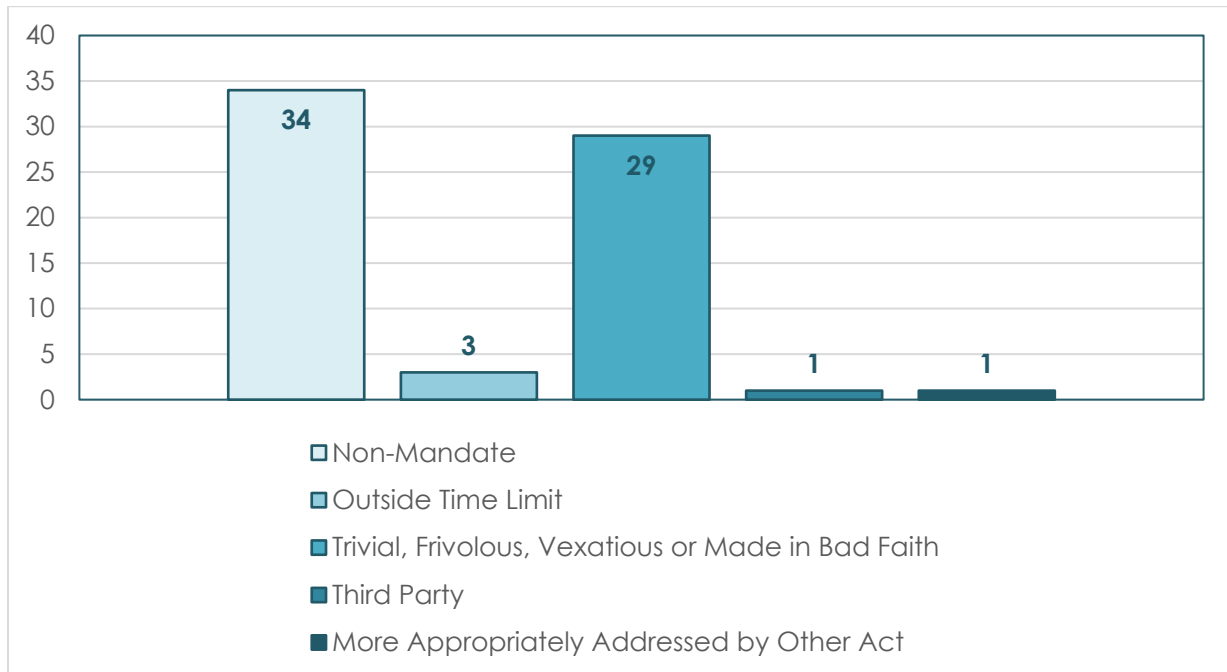


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Manitoba



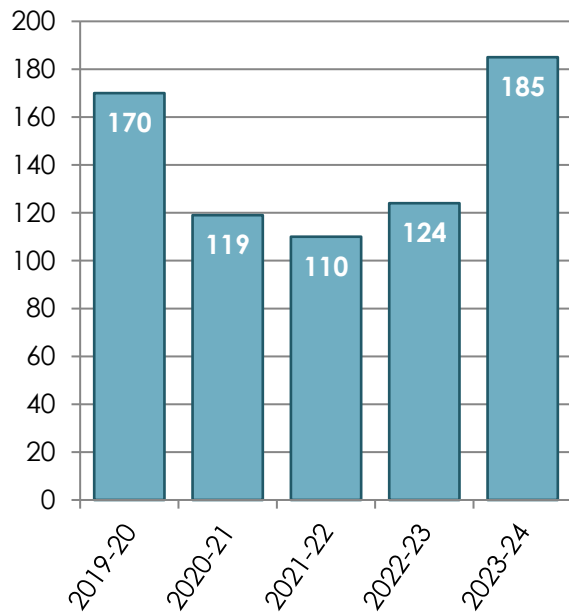
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

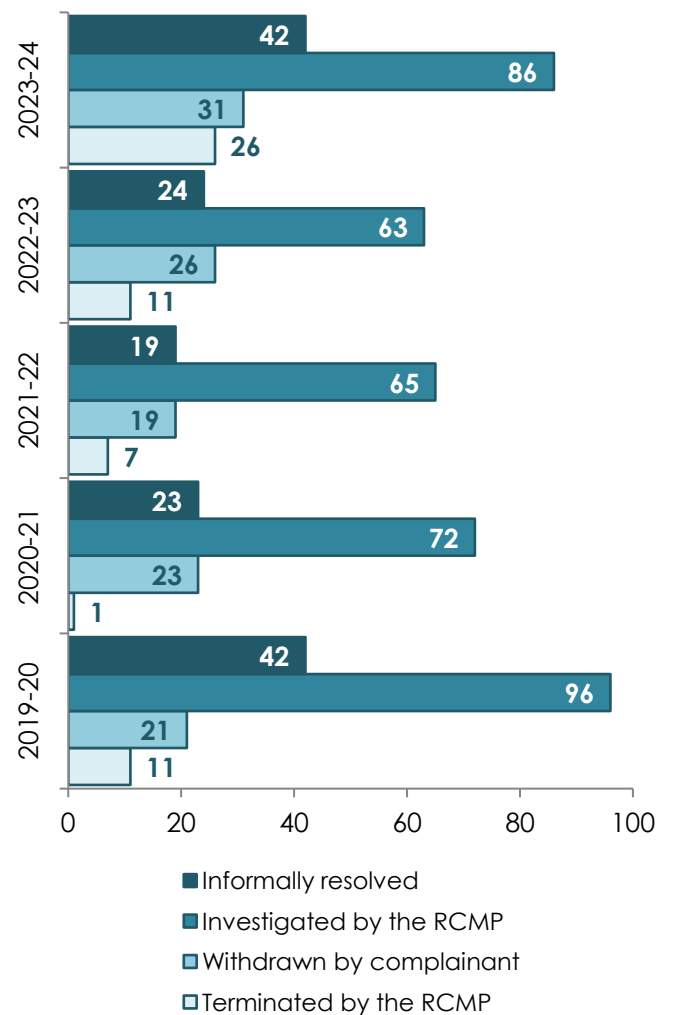
Number of Finalized Complaints in Manitoba



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Manitoba**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Manitoba finalized **185** complaints containing **546** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 271	21	152	40	26	32
Improper Attitude 115	8	69	20	8	10
Improper Use of Force 53	1	42	1	3	6
Improper Search of Premises 30	0	21	4	4	1
Improper Arrest 29	2	22	2	0	3

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

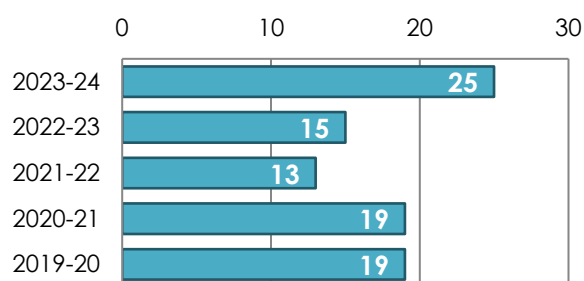
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **25** new requests for review concerning complaints in Manitoba.

Number of Finalized Complaints Referred to CRCC for Review (MB)



Review Reports Issued (MB)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	16	2	3	21
2022-23	11	4	2	17
2021-22	12	2	11	25
2020-21	13	2	7	22
2019-20	25	2	0	27

Recommendations

In 2023-24, the CRCC made **13** recommendations in Manitoba. The breakdown of RCMP responses to CRCC recommendations is as follows:

Most Common Recommendation Types Issued by the CRCC in Manitoba

Recommendation	Number
Training / Protocol Review	3
Apology	3
Policy Review / Amendment	2
Report Review	2

**The RCMP made 1 additional commitment stemming from a CRCC recommendation.*

Recommendations Supported by the RCMP in Manitoba

Recommendation	Number
Supported	100%
Partially Supported	0%
Not Supported	0%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Ontario

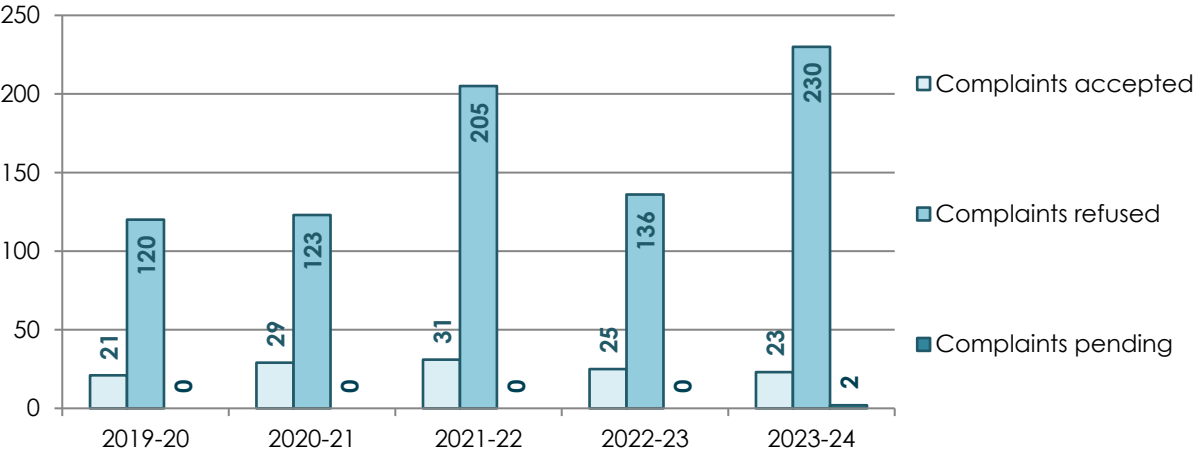
- **255** complaints lodged representing **6%** of complaints lodged Canada-wide
- **25** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

Of the **255** public complaints lodged regarding the on-duty conduct of RCMP members in Ontario between April 1, 2023, and March 31, 2024, the CRCC received **251** complaints, while the RCMP received **4** complaints.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Ontario

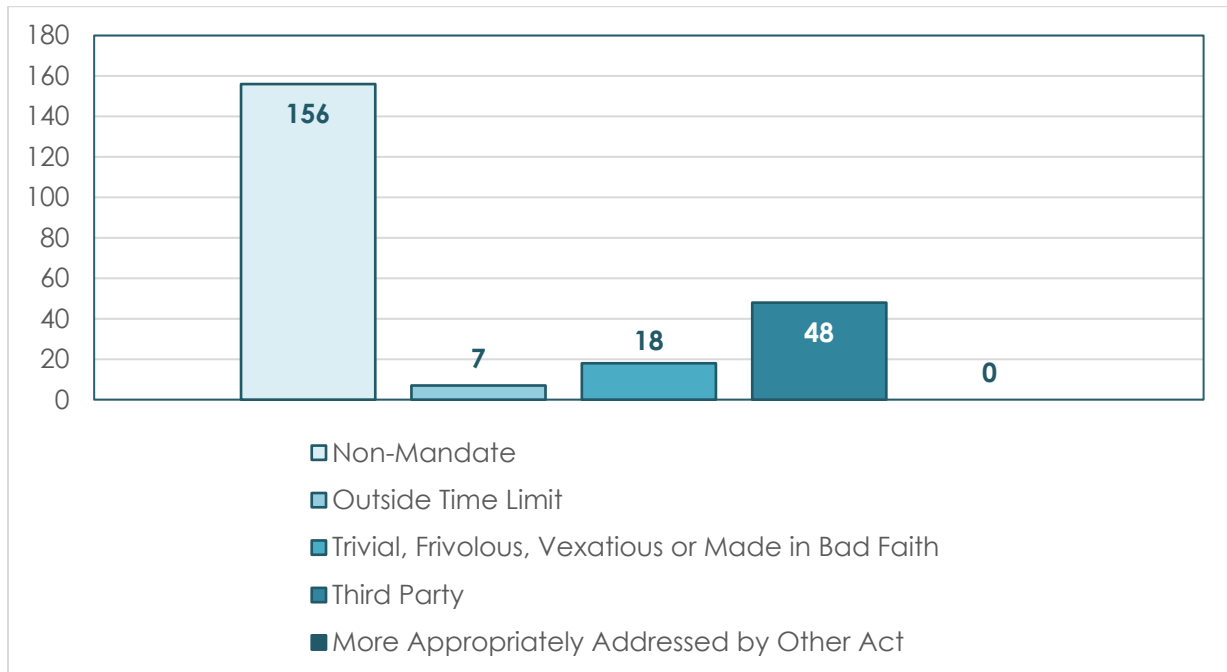


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Ontario



**The CRCC refused 1 complaint related to national security. The CRCC does not have jurisdiction to conduct a review of an RCMP activity that is related to national security. These matters are referred to the National Security and Intelligence Review Agency (NSIRA).*

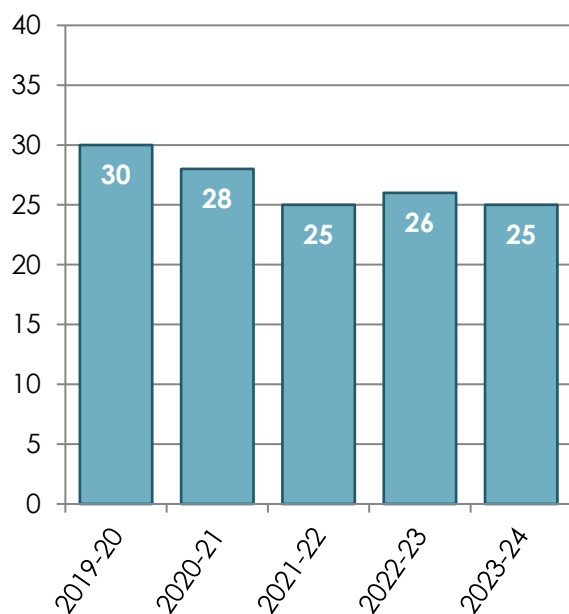
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

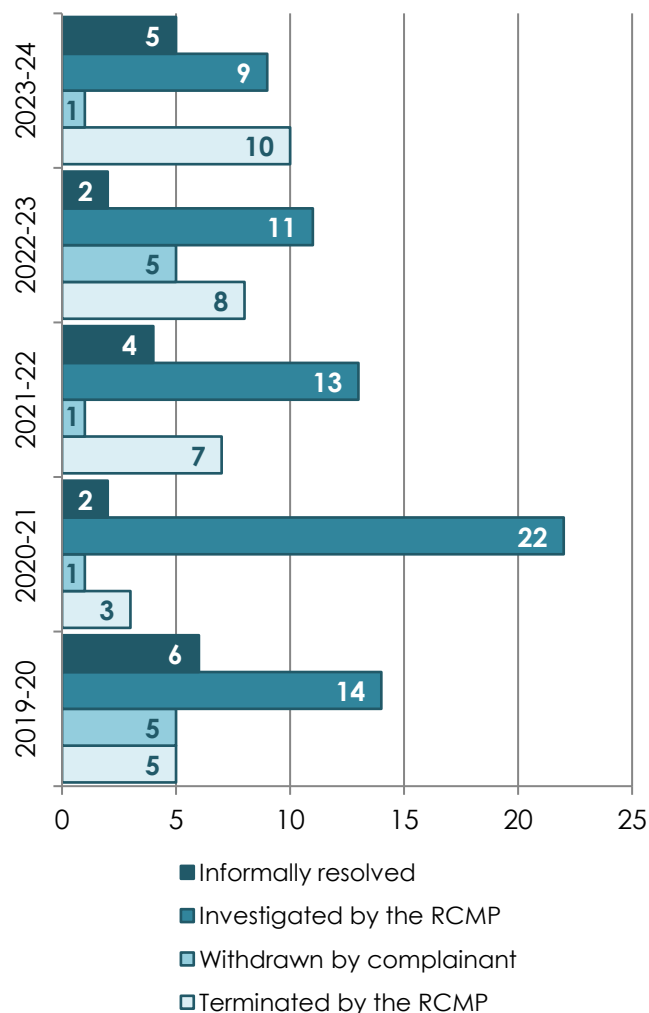
Number of Finalized Complaints in Ontario



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Ontario**



*With the exception of public interest investigations, which are carried out by the Commission.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Ontario finalized **25** complaints containing **33** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 16	1	7	3	4	1
Improper Attitude 12	0	6	1	5	0
Irregularity in Procedure 2	0	0	1	1	0
Improper Use of Force 1	0	1	0	0	0
Oppressive Conduct 1	0	0	0	1	0

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

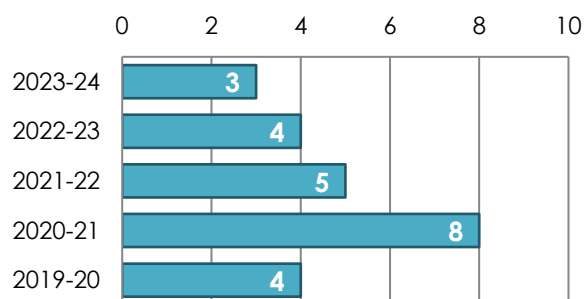
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **3** new requests for review concerning complaints in Ontario.

Number of Finalized Complaints Referred to CRCC for Review (ON)



Review Reports Issued (ON)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	3	2	2	7
2022-23	3	0	0	3
2021-22	8	0	1	9
2020-21	5	0	0	5
2019-20	5	1	0	6

Recommendations

In 2023-24, the CRCC made **2** recommendations in Ontario. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendation Types Issued by the CRCC Ontario

Recommendation	Number
Operational Guidance	2

Recommendations Supported by the RCMP in Ontario

Recommendation	Number
Supported	50%
Partially Supported	50%
Not Supported	0%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Quebec

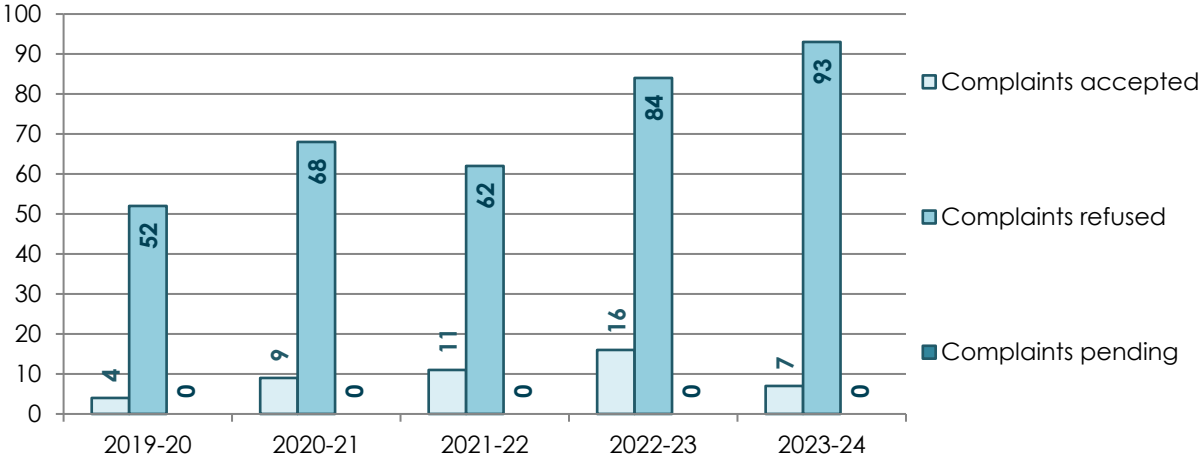
- **100** complaints lodged representing **2%** of complaints lodged Canada-wide
- **12** complaints finalized representing **less than 1%** of complaints finalized Canada-wide

Public Complaints Received

Of the **100** public complaints lodged regarding the on-duty conduct of RCMP members in Quebec between April 1, 2023, and March 31, 2024, the CRCC received **100** complaints, while the RCMP received **0** complaint.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Quebec

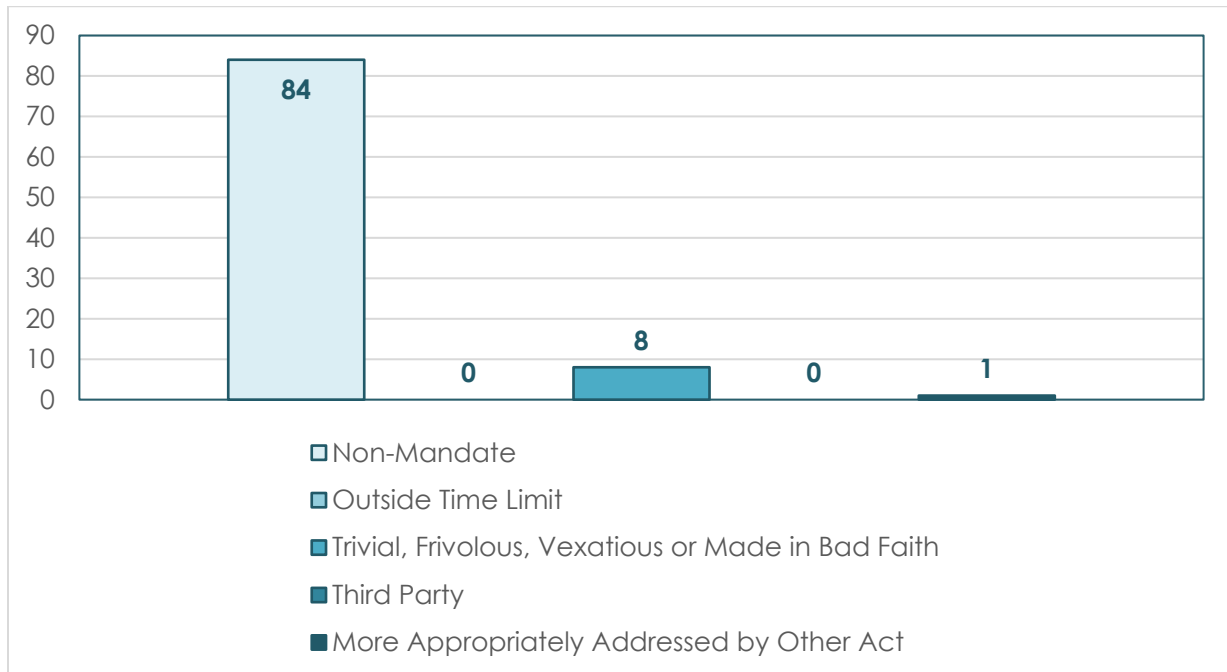


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Quebec



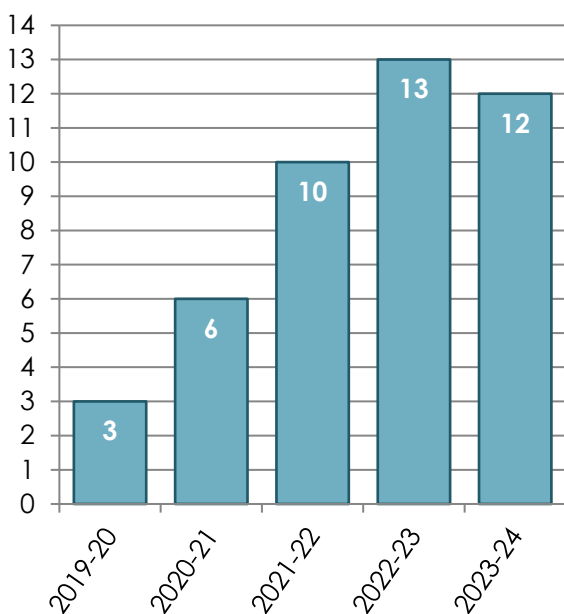
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

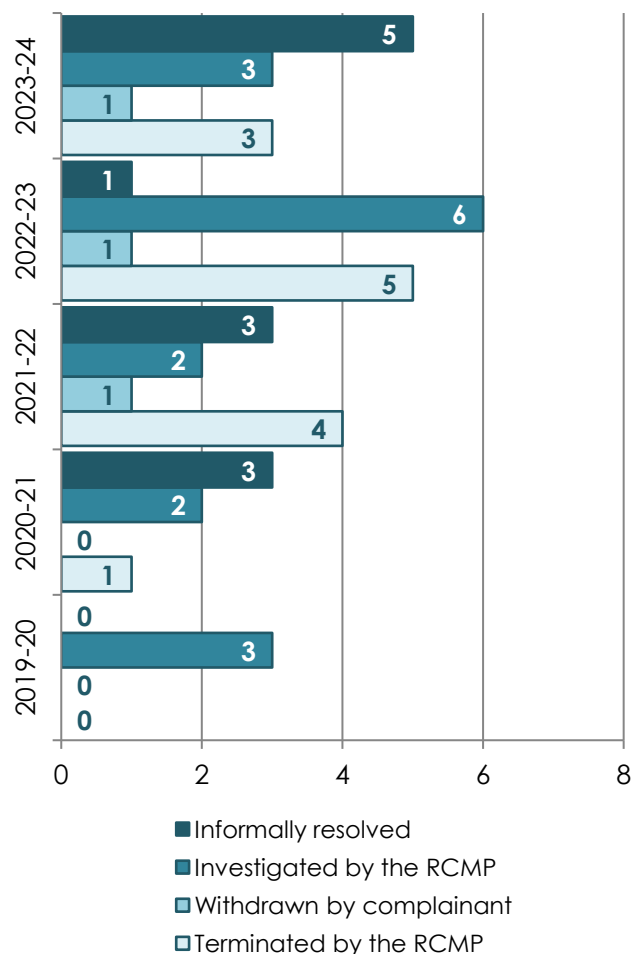
Number of Finalized Complaints in Quebec



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Quebec**



*With the exception of public interest investigations, which are carried out by the CRCC.

** A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Quebec finalized **12** complaints containing **17** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 8	0	3	4	0	1
Improper Attitude 6	0	2	4	0	0
Improper Use of Force 2	0	0	2	0	0
Irregularity in Procedure 1	0	1	0	0	0

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

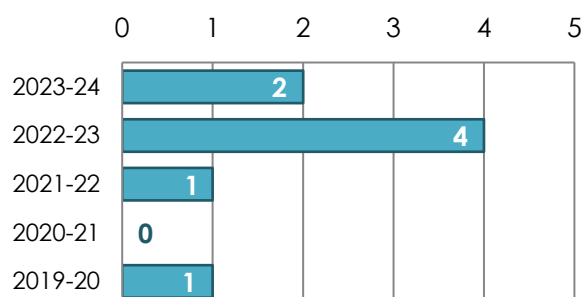
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **2** new requests for review concerning complaints in Quebec.

Number of Finalized Complaints Referred to CRCC for Review (QC)



Review Reports Issued (QC)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	3	1	1	5
2022-23	1	0	0	1
2021-22	0	0	1	1
2020-21	2	0	0	2
2019-20	1	0	0	1

Recommendations

In the 2023-24, the CRCC made **4** recommendations in Quebec. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendation Types Issued by the CRCC in Quebec

Recommendation	Number
Other	3
Further Investigation	1

Recommendations Supported by the RCMP in Quebec

Recommendation	Number
Supported	100%
Partially Supported	0%
Not Supported	0%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

New Brunswick

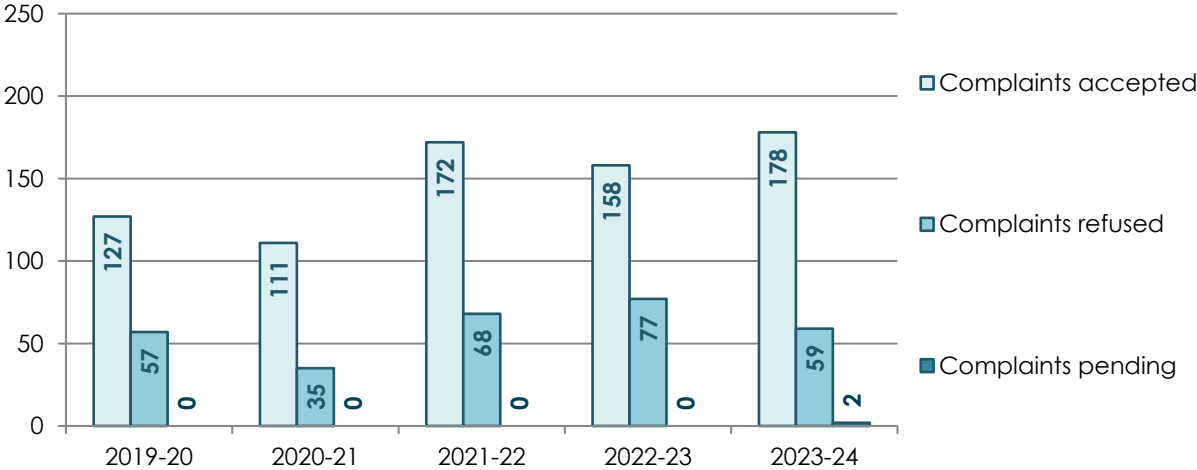
- **239** complaints lodged representing **5%** of complaints lodged Canada-wide
- **143** complaints finalized representing **4%** of complaints finalized Canada-wide

Public Complaints Received

Of the **239** public complaints lodged regarding the on-duty conduct of RCMP members in New Brunswick between April 1, 2023, and March 31, 2024, the CRCC received **235** complaints, while the RCMP received **4** complaints.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in New Brunswick

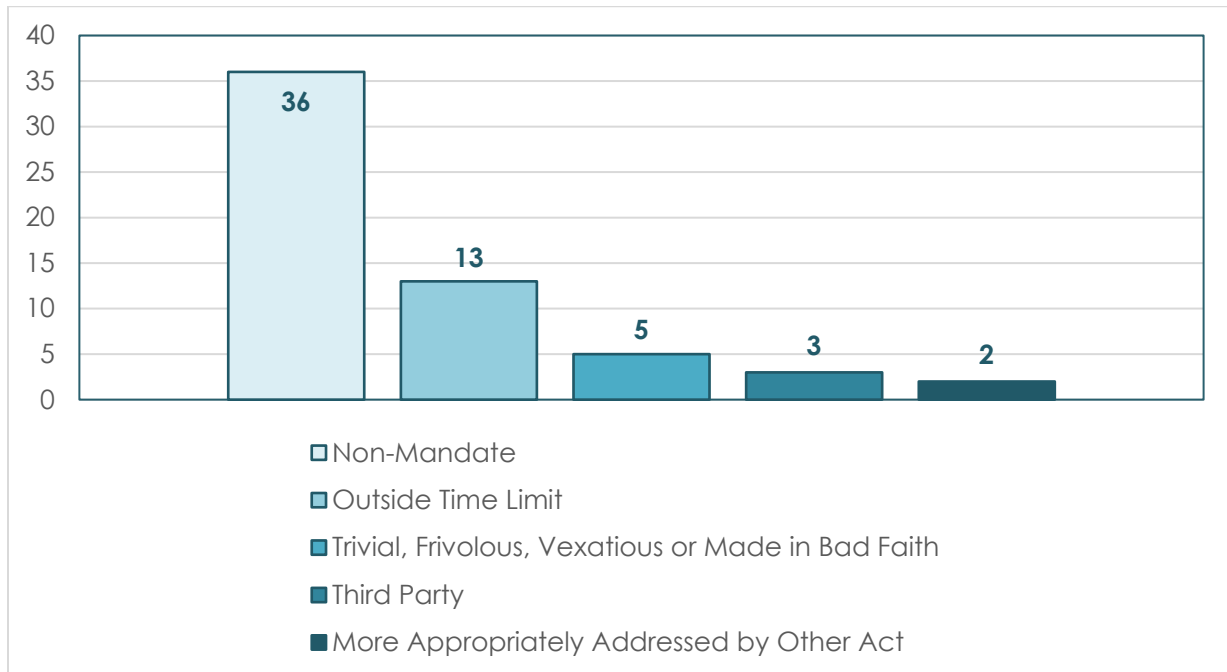


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in New Brunswick



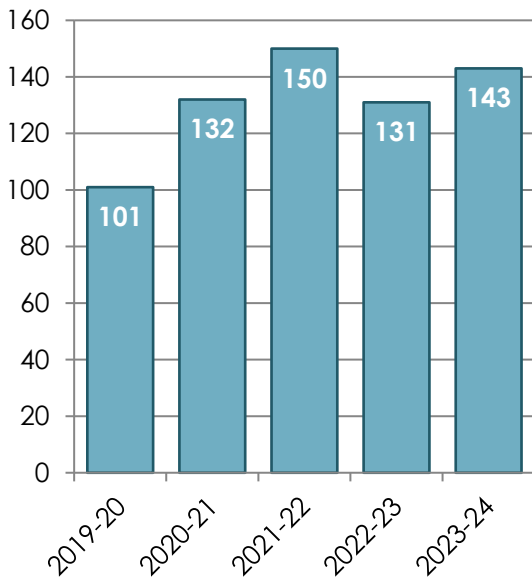
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

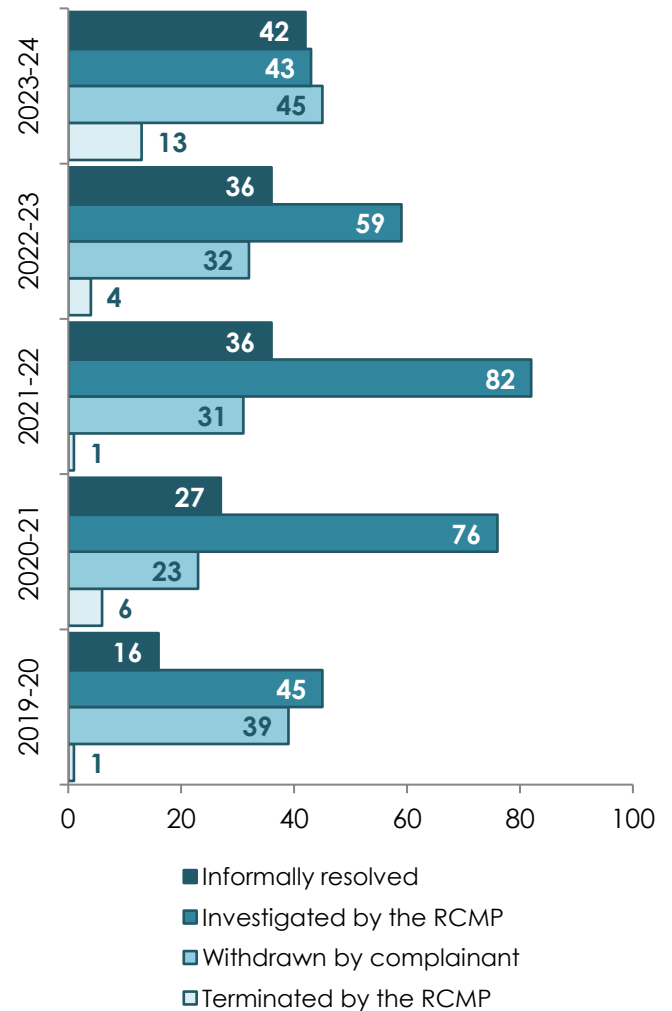
Number of Finalized Complaints in New Brunswick



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in New Brunswick**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in New Brunswick finalized **143** complaints containing **370** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 197	2	100	46	4	45
Improper Attitude 80	2	36	20	2	20
Improper Use of Force 25	2	10	7	0	6
Improper Arrest 23	0	11	9	0	3
Irregularity in Procedure 14	6	6	1	0	1

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

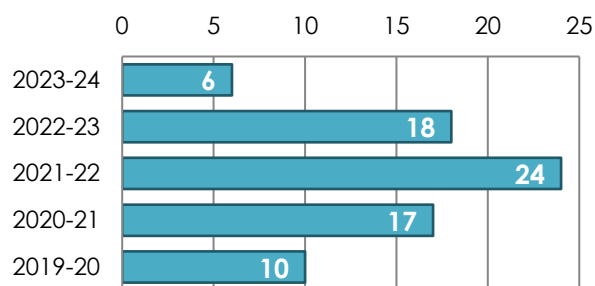
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **6** new requests for review concerning complaints in New Brunswick.

Number of Finalized Complaints Referred to CRCC for Review (NB)



Review Reports Issued (NB)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	12	5	6	23
2022-23	13	6	4	23
2021-22	8	5	9	22
2020-21	10	25	0	35
2019-20	27	4	1	32

Recommendations

In 2023-24, the CRCC made **24** recommendations in New Brunswick. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendations Issued by the CRCC in New Brunswick

Recommendation	Number
Operational Guidance	14
Apology	7
Report Review	2
Training / Protocol Review	1

**The RCMP made 2 additional commitments stemming from CRCC recommendations.*

Recommendations Supported by the RCMP in New Brunswick

Recommendation	Number
Supported	75%
Partially Supported	8%
Not Supported	17%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Nova Scotia

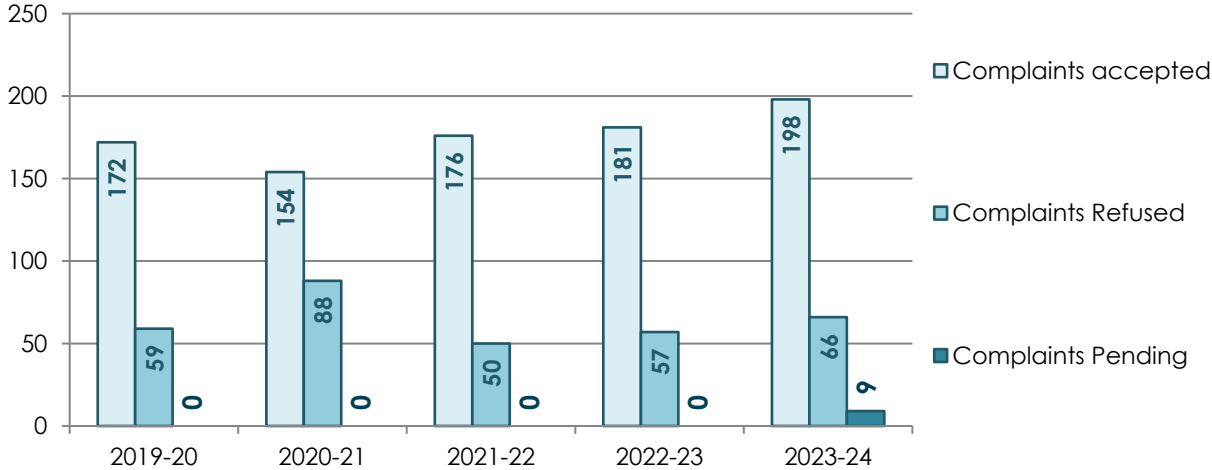
- **273** complaints lodged representing **6%** of complaints lodged Canada-wide
- **153** complaints finalized representing **5%** of complaints finalized Canada-wide

Public Complaints Received

Of the **273** public complaints lodged regarding the on-duty conduct of RCMP members in Nova Scotia between April 1, 2023, and March 31, 2024, the CRCC received **270** complaints, while the RCMP received **3** complaints.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Nova Scotia

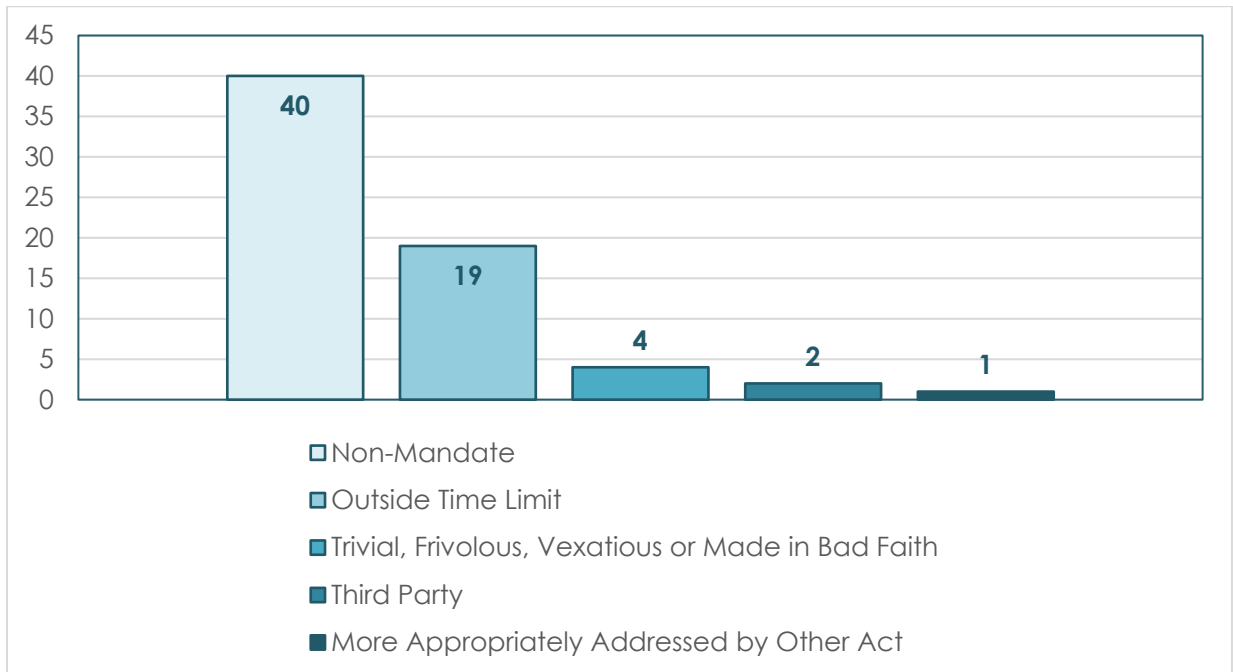


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in New Nova Scotia



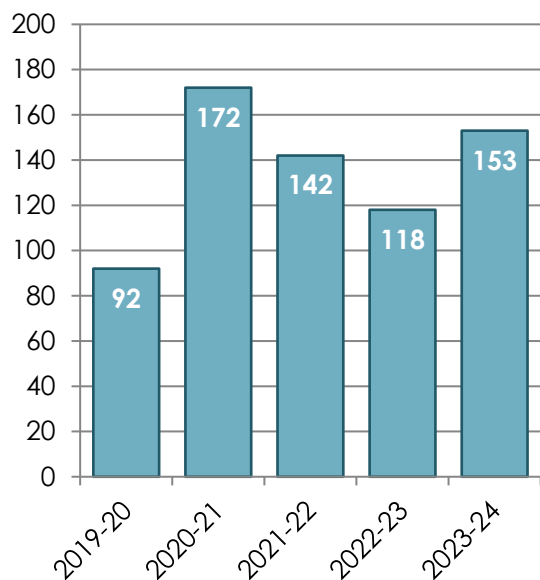
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

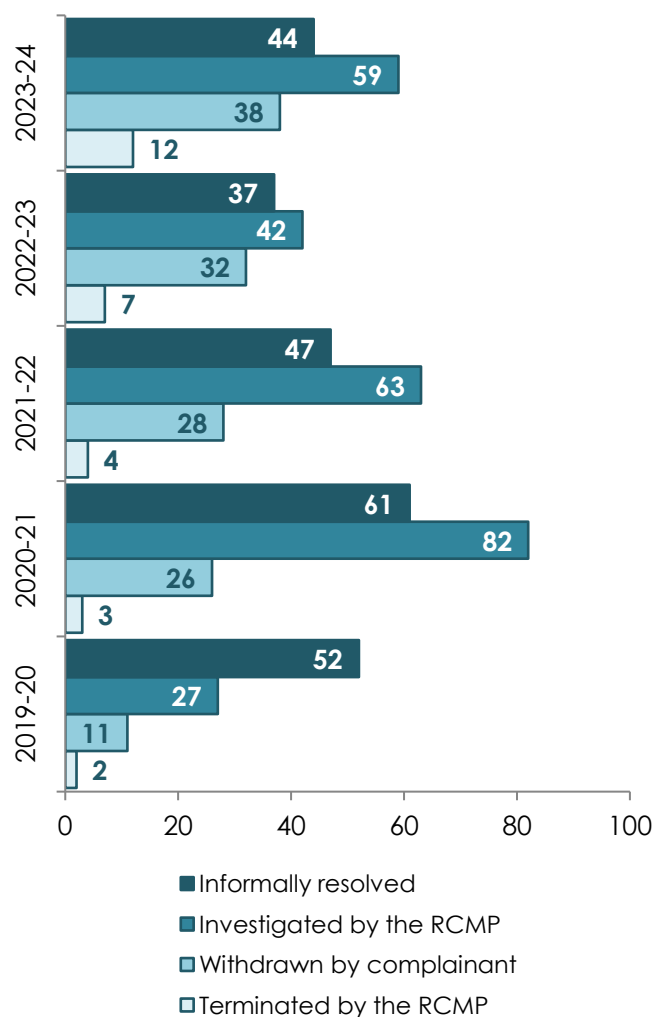
Number of Finalized Complaints in Nova Scotia



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Nova Scotia**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Nova Scotia finalized **153** complaints containing **432** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 213	27	122	34	6	24
Improper Attitude 112	6	43	39	0	24
Improper Arrest 22	0	13	4	0	5
Irregularity in Procedure 21	2	14	3	1	1
Improper Use of Force 15	0	9	1	0	5

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

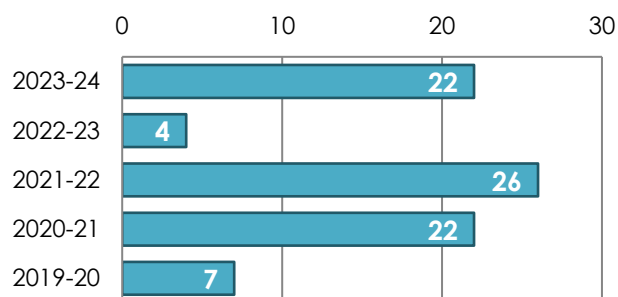
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **22** new requests for review concerning complaints in Nova Scotia.

Number of Finalized Complaints Referred to CRCC for Review (NS)



Review Reports Issued (NS)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	3	4	5	12
2022-23	13	4	4	21
2021-22	9	5	9	23
2020-21	7	1	4	12
2019-20	17	4	3	24

Recommendations

In 2023-24, the CRCC made **25** recommendations in Nova Scotia. The breakdown of RCMP responses to CRCC recommendations is as follows:

Most Common Recommendation Types Issued by the CRCC in Nova Scotia

Recommendation	Number
Operational Guidance	9
Apology	4
Report Review	3

Recommendations Supported by the RCMP in Nova Scotia

Recommendation	Number
Supported	80%
Partially Supported	16%
Not Supported	4%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Prince Edward Island

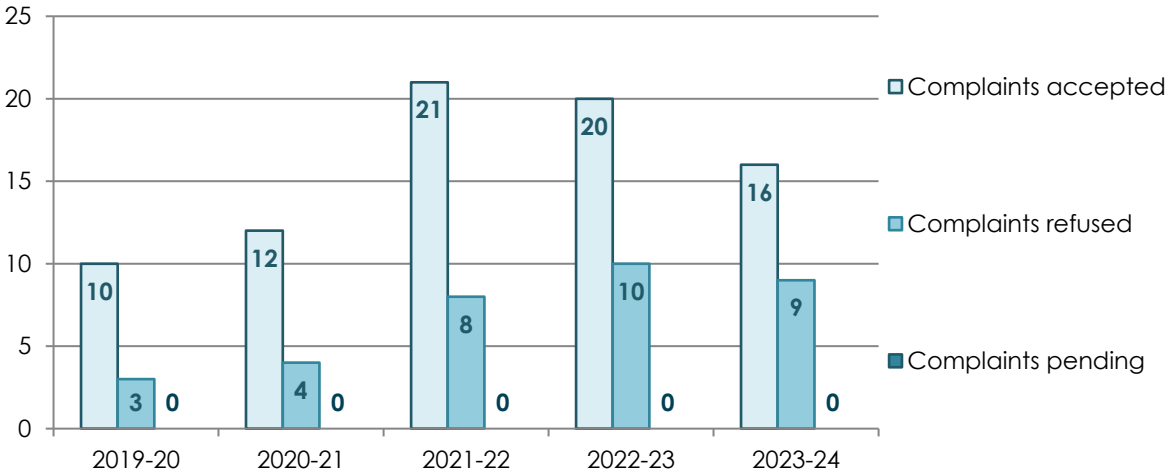
- **25** complaints lodged representing **less than 1%** of complaints lodged Canada-wide
- **20** complaints finalized representing **less than 1%** of complaints finalized Canada-wide

Public Complaints Received

Of the **25** public complaints lodged regarding the on-duty conduct of RCMP members in Prince Edward Island between April 1, 2023, and March 31, 2024, the CRCC received **24** complaints, while the RCMP received **1** complaint.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Prince Edward Island

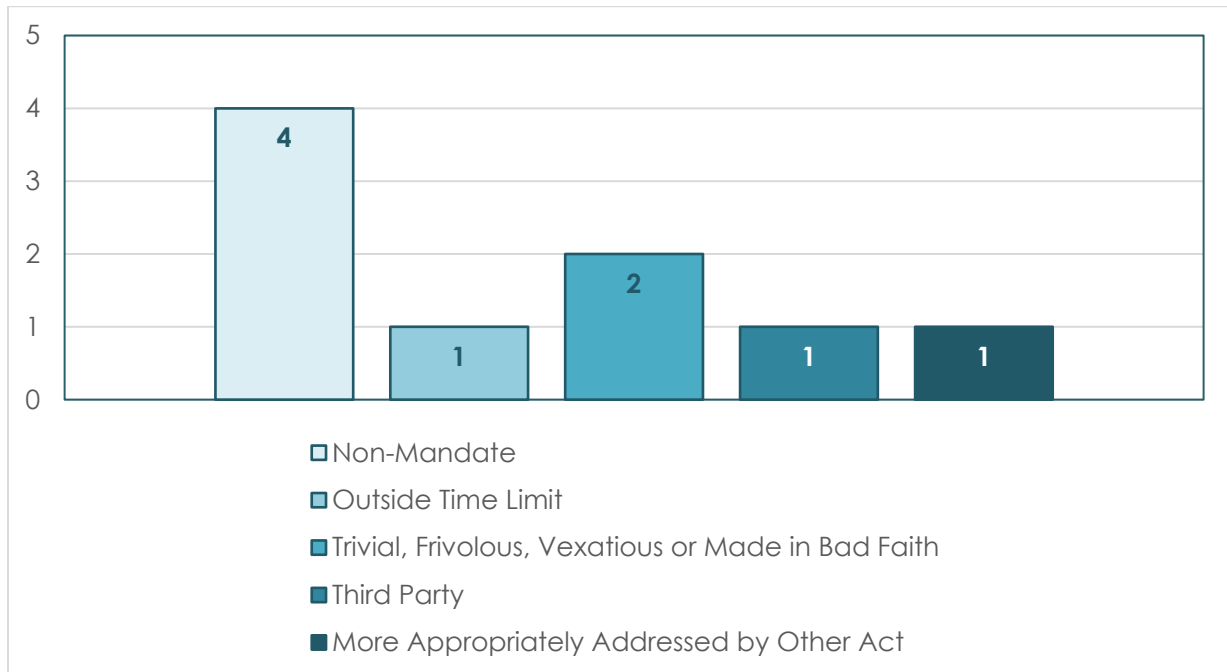


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Prince Edward Island



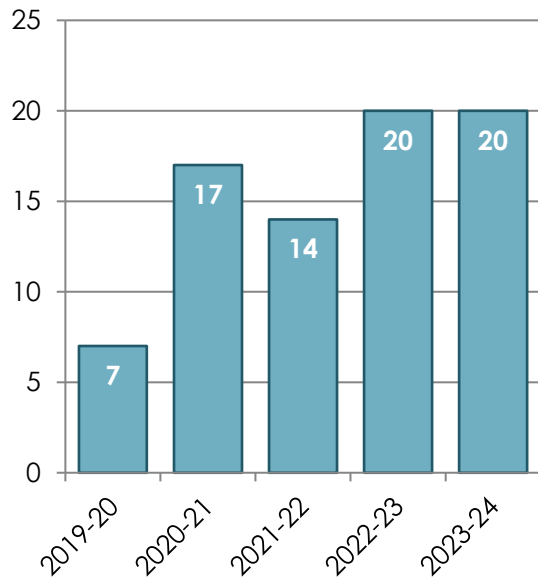
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

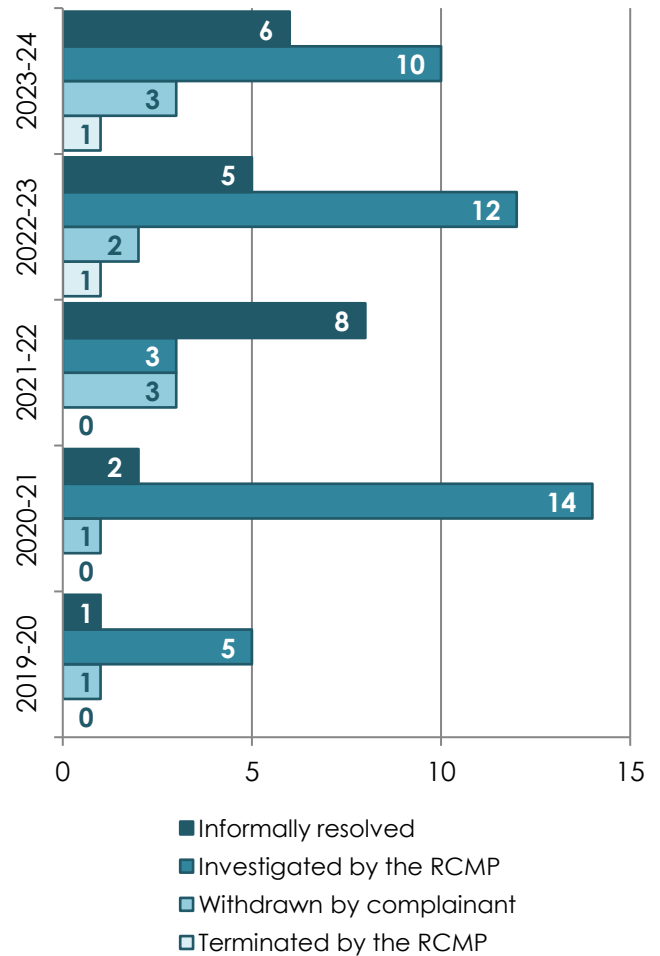
Number of Finalized Complaints in Prince Edward Island



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Prince Edward Island**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Prince Edward Island finalized **20** complaints containing **38** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 21	2	15	3	0	1
Improper Attitude 12	1	5	4	0	2
Improper Use of Force 1	0	1	0	0	0
Improper Arrest 1	0	1	0	0	0
Improper Use of Firearms 1	0	1	0	0	0

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

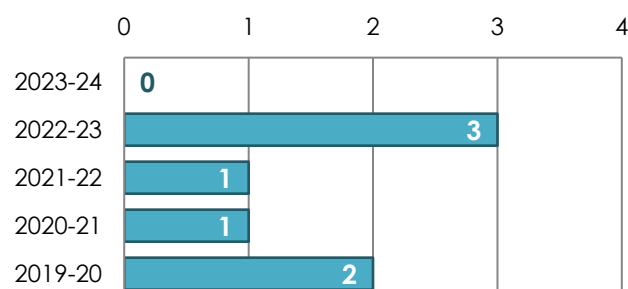
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **0** new request for review concerning complaints in Prince Edward Island.

Number of Finalized Complaints Referred to CRCC for Review (PE)



Review Reports Issued (PE)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	2	1	1	4
2022-23	1	0	0	1
2021-22	1	0	1	2
2020-21	1	0	0	1
2019-20	2	1	0	3

Recommendations

In 2023-24, the CRCC made **6** recommendations in Prince Edward Island. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendation Types Issued by the CRCC in Prince Edward Island

Recommendation	Number
Policy Review/Amendment	3
Operational Guidance	2
Training / Protocol Review	1

Recommendations Supported by the RCMP in Prince Edward Island

Recommendation	Number
Supported	100%
Partially Supported	0%
Not Supported	0%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Newfoundland and Labrador

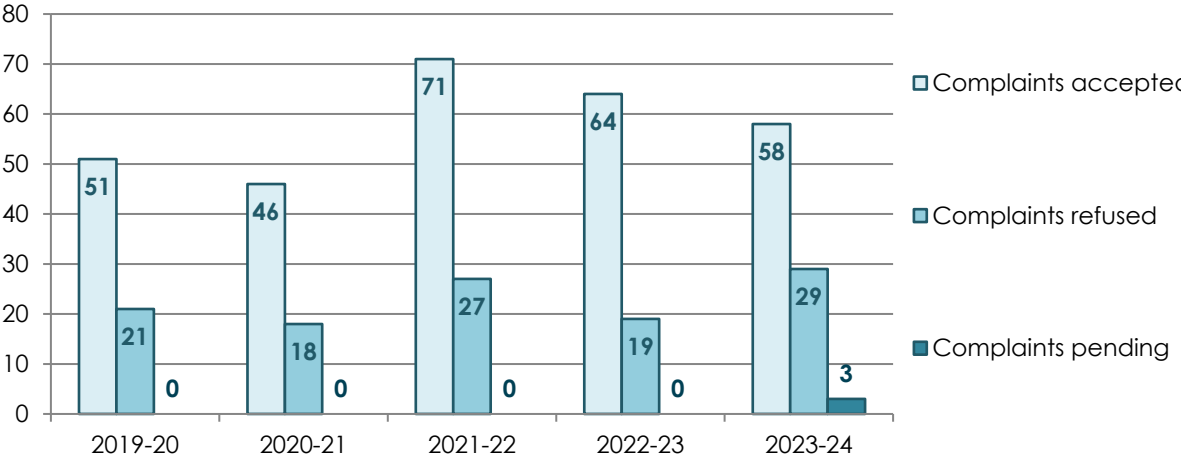
- **90** complaints lodged representing **2%** of complaints lodged Canada-wide
- **96** complaints finalized representing **3%** of complaints finalized Canada-wide

Public Complaints Received

Of the **90** public complaints lodged regarding the on-duty conduct of RCMP members in Newfoundland and Labrador between April 1, 2023, and March 31, 2024, the CRCC received **87** complaints, while the RCMP received **3** complaints.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Newfoundland and Labrador

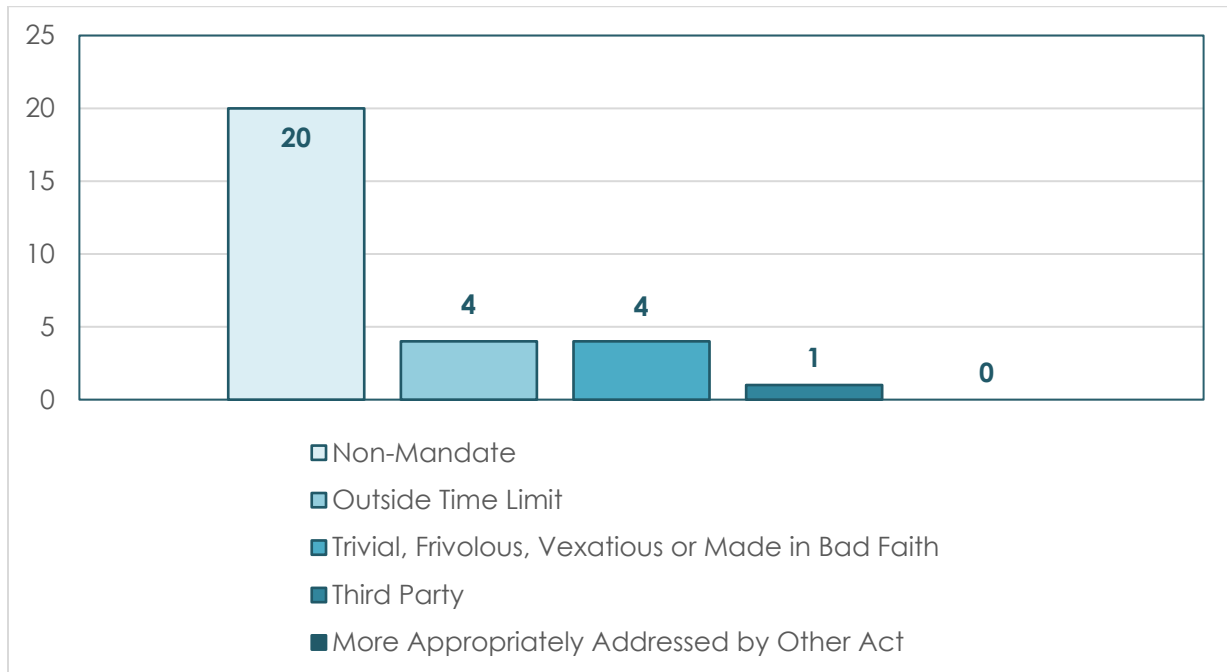


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Newfoundland and Labrador



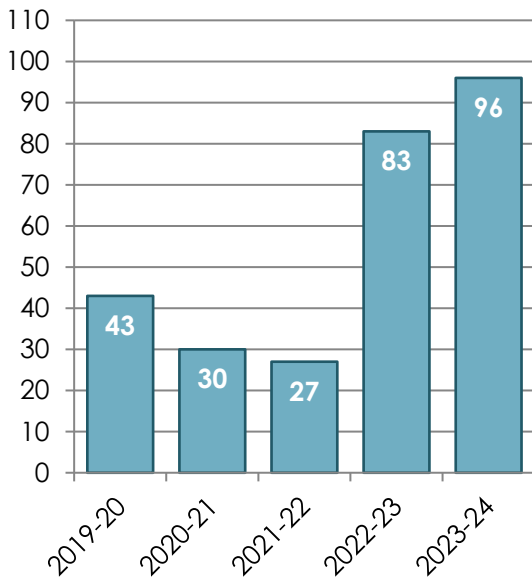
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

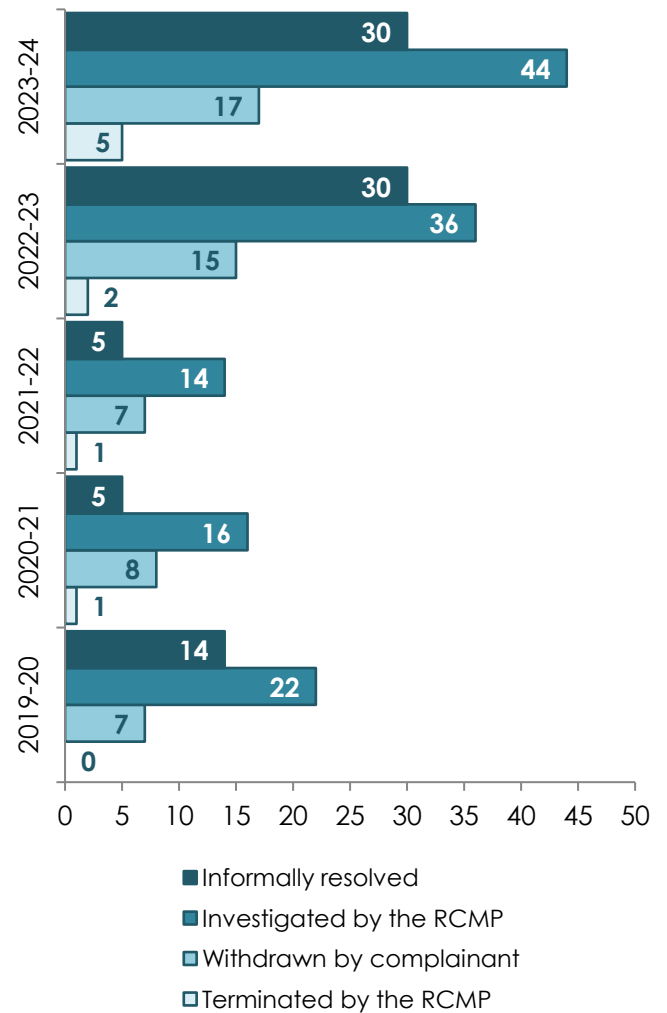
Number of Finalized Complaints in Newfoundland and Labrador



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Newfoundland and Labrador**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Newfoundland and Labrador finalized **96** complaints containing **248** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 129	1	70	36	2	20
Improper Attitude 71	0	46	17	0	8
Improper Use of Force 17	0	8	8	1	0
Improper Arrest 11	0	6	4	1	0
Irregularity in Procedure 8	0	6	2	0	0

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

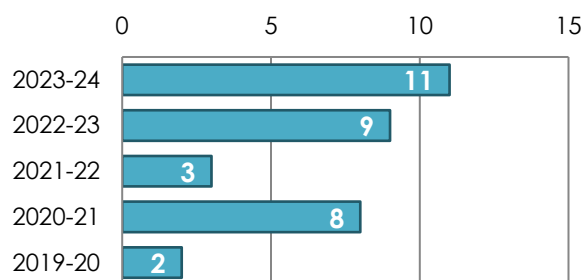
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **11** new requests for review concerning complaints in Newfoundland and Labrador.

Number of Finalized Complaints Referred to CRCC for Review (NL)



Review Reports Issued (NL)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	6	2	1	9
2022-23	6	0	0	6
2021-22	3	2	4	9
2020-21	0	0	2	2
2019-20	6	2	0	8

Recommendations

In 2023-24, the CRCC made **2** recommendations in Newfoundland and Labrador. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendation Types Issued by the CRCC in Newfoundland and Labrador

Recommendation	Number
Policy Development	1
Training / Protocol Review	1

**The RCMP made 2 additional commitments stemming from a CRCC recommendation.*

Recommendations Supported by the RCMP in Newfoundland and Labrador

Recommendation	Number
Supported	50%
Partially Supported	0%
Not Supported	50%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Yukon

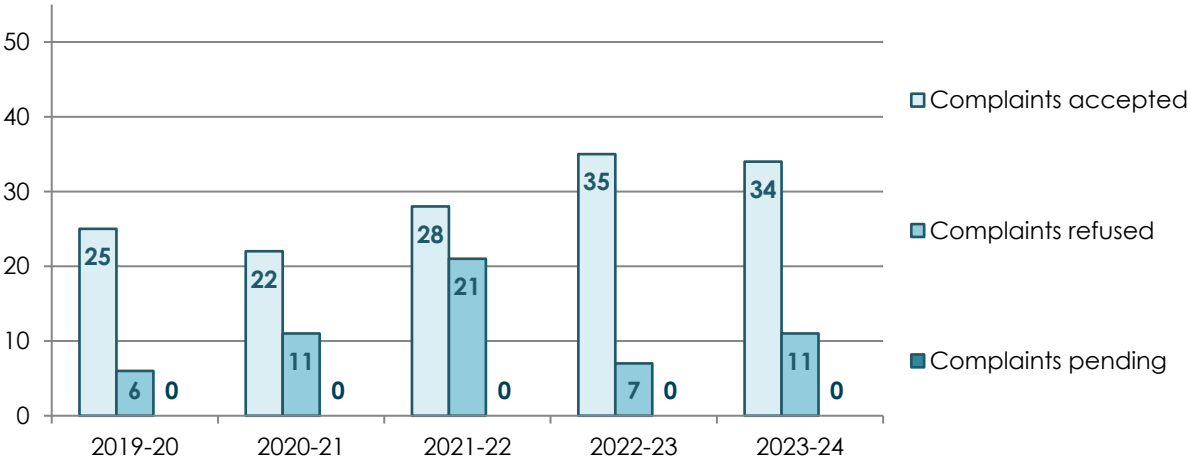
- **45** complaints lodged representing **1%** of complaints lodged Canada-wide
- **37** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

Of the **45** public complaints lodged regarding the on-duty conduct of RCMP members in Yukon between April 1, 2023, and March 31, 2024, the CRCC received **45** complaints, while the RCMP received **0** complaint.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Yukon

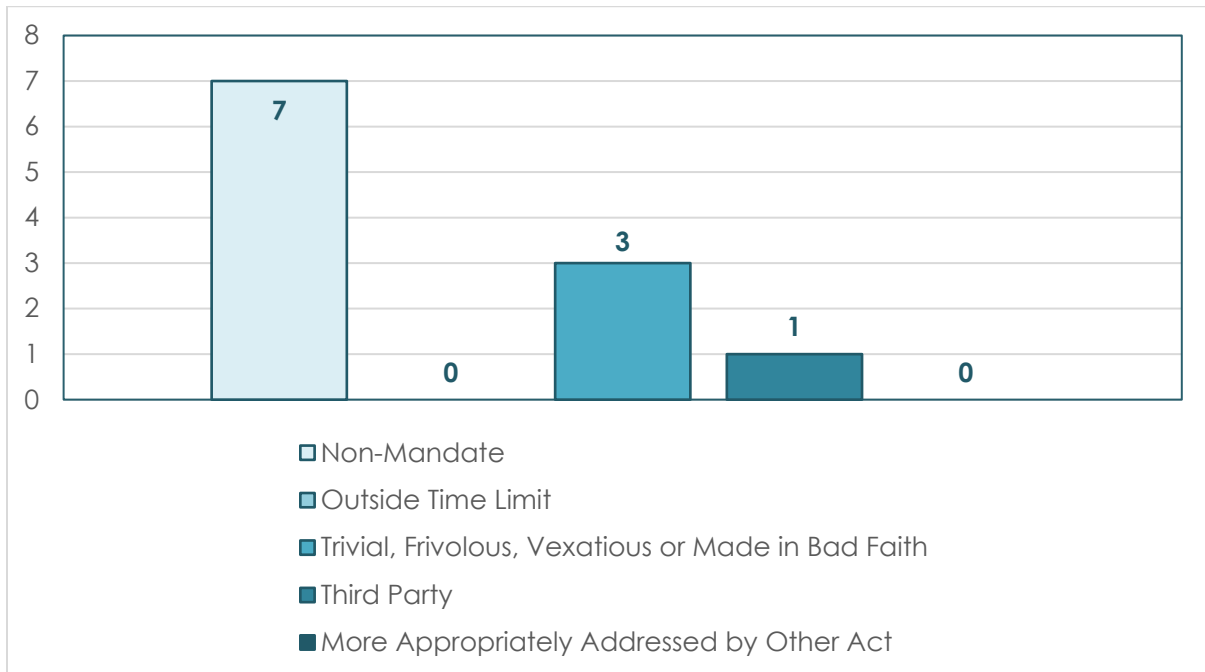


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Yukon



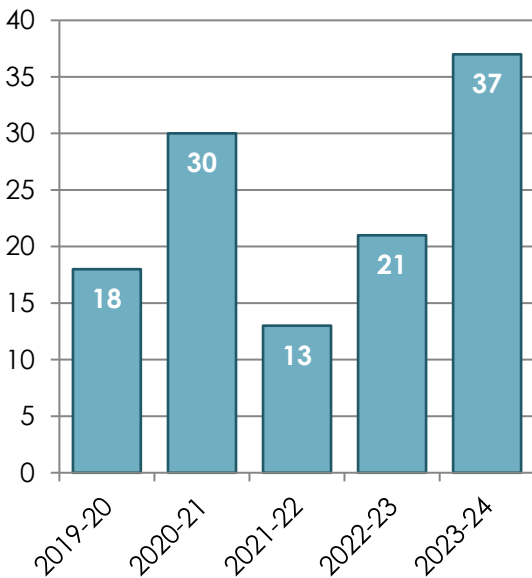
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

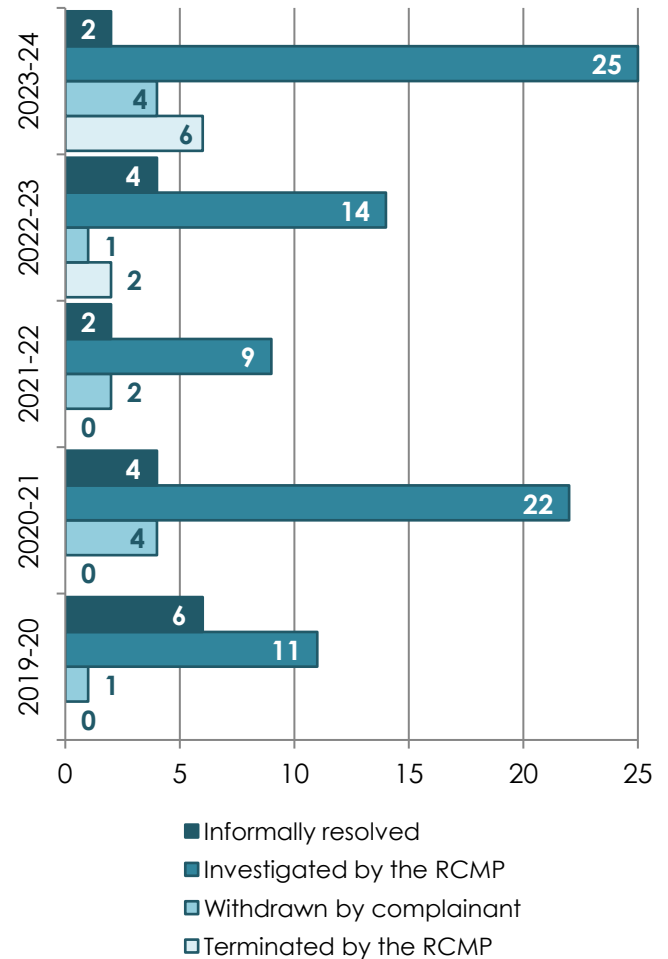
Number of Finalized Complaints in Yukon



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Yukon**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Yukon finalized **37** complaints containing **71** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Neglect of Duty 38	3	29	3	0	3
Improper Attitude 12	1	9	2	0	0
Mishandling of Property 11	1	10	0	0	0
Improper Use of Force 9	1	8	0	0	0
Improper Search of Premises 5	0	5	0	0	0

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

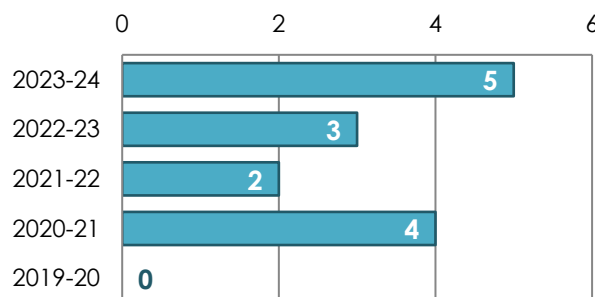
If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **5** new requests for review concerning complaints in Yukon.

Number of Finalized Complaints Referred to CRCC for Review (YT)



Review Reports Issued (YT)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	3	0	1	4
2022-23	2	1	0	3
2021-22	1	1	3	5
2020-21	2	0	0	2
2019-20	0	2	0	2

Recommendations

In the 2023-24, the CRCC made **3** recommendations in Yukon. The breakdown of RCMP responses to CRCC recommendations is as follows:

Recommendation Types Issued by the CRCC in Yukon

Recommendation	Number
Further Investigation	2
Policy Review / Amendment	1

Recommendations Supported by the RCMP in Yukon

Recommendation	Number
Supported	100%
Partially Supported	0%
Not Supported	0%

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Northwest Territories

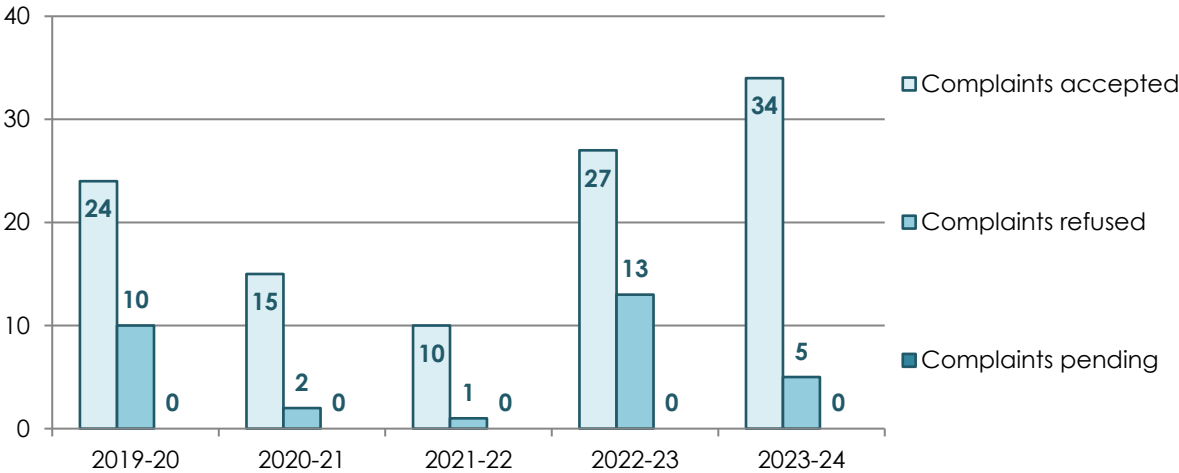
- **39** complaints lodged representing **1%** of complaints lodged Canada-wide
- **32** complaints finalized representing **1%** of complaints finalized Canada-wide

Public Complaints Received

Of the **39** public complaints lodged regarding the on-duty conduct of RCMP members in the Northwest Territories between April 1, 2023, and March 31, 2024, the CRCC received **37** complaints, while the RCMP received **2** complaints.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in the Northwest Territories

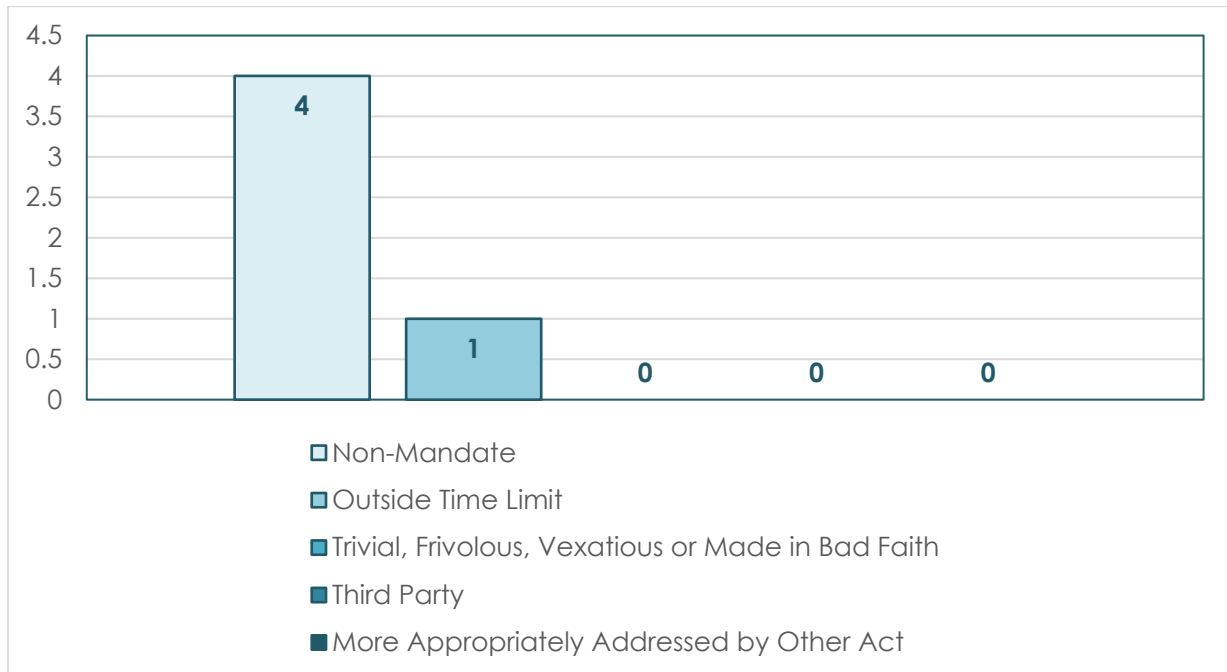


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in the Northwest Territories



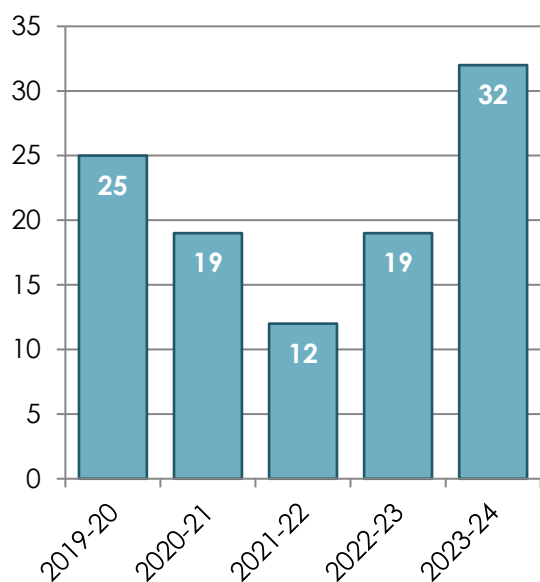
Public Complaints Finalized

The RCMP investigates public complaints* and provides the complainant with a report, finalizing the complaint.

It is important to note that complaints **finalized** by the RCMP within a fiscal year are not necessarily related to complaints **lodged** during that same time period.

For example, a complaint that is finalized in February 2024 (FY 2023-24) may have been lodged in December 2022 (FY 2022-23).

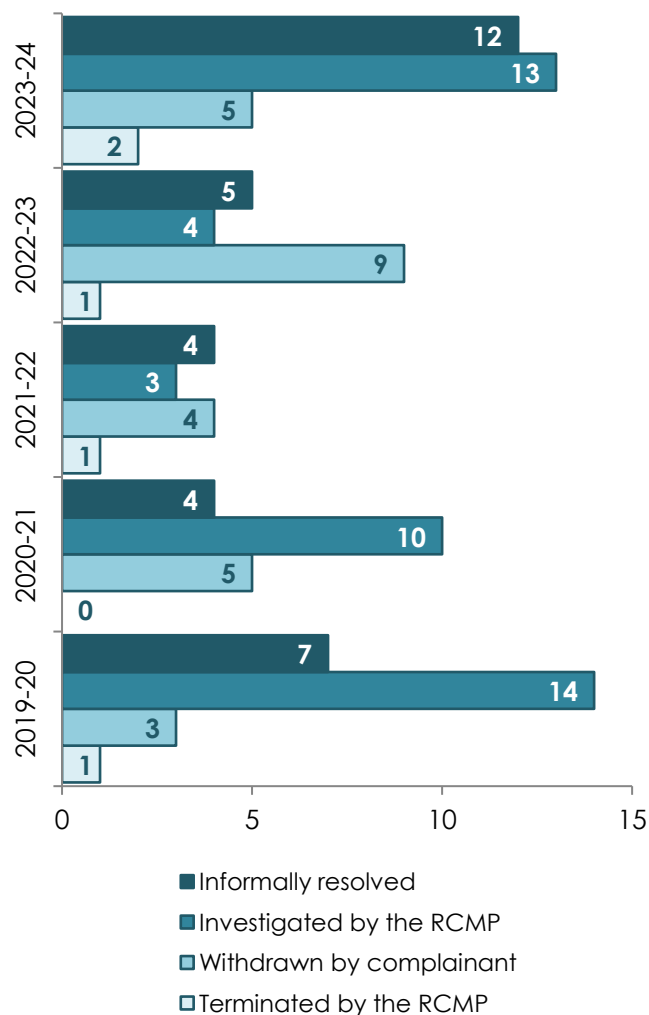
Number of Finalized Complaints in the Northwest Territories



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in the Northwest Territories**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
Improper Use of Force	Oppressive Conduct
Improper Use of Firearms	Improper Arrest
Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in the Northwest Territories finalized **32** complaints containing **76** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Attitude 29	3	11	9	5	1
Neglect of Duty 26	6	10	9	0	1
Improper Arrest 12	0	7	0	0	5
Improper Use of Force 8	0	3	1	4	0
Improper Persons/ Vehicle Search 1	0	1	0	0	0

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

If the CRCC is satisfied with RCMP's handling of the complaint, the Chairperson issues a **Satisfied Report** to the RCMP Commissioner, the Minister of Public Safety, the complainant, and the member(s) involved, thereby ending the review process.

If the CRCC is not satisfied with the RCMP's handling of the complaint the Chairperson will issue an **Interim Report**, outlining various findings and recommendations directed at the RCMP, which will be sent to the RCMP Commissioner and the Minister of Public Safety.

Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **1** new request for review concerning complaints in the Northwest Territories.

Number of Finalized Complaints Referred to CRCC for Review (NT)

	0	1	2
2023-24		1	
2022-23	0		
2021-22		1	
2020-21	0		
2019-20		1	

Review Reports Issued (NT)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	0	0	0	0
2022-23	0	1	0	1
2021-22	0	0	0	0
2020-21	1	0	2	3
2019-20	0	0	0	0

Recommendations

In 2023-24, the CRCC did not make any recommendations in the Northwest Territories.

REPORT ON RCMP PUBLIC COMPLAINTS

2023-24

Nunavut

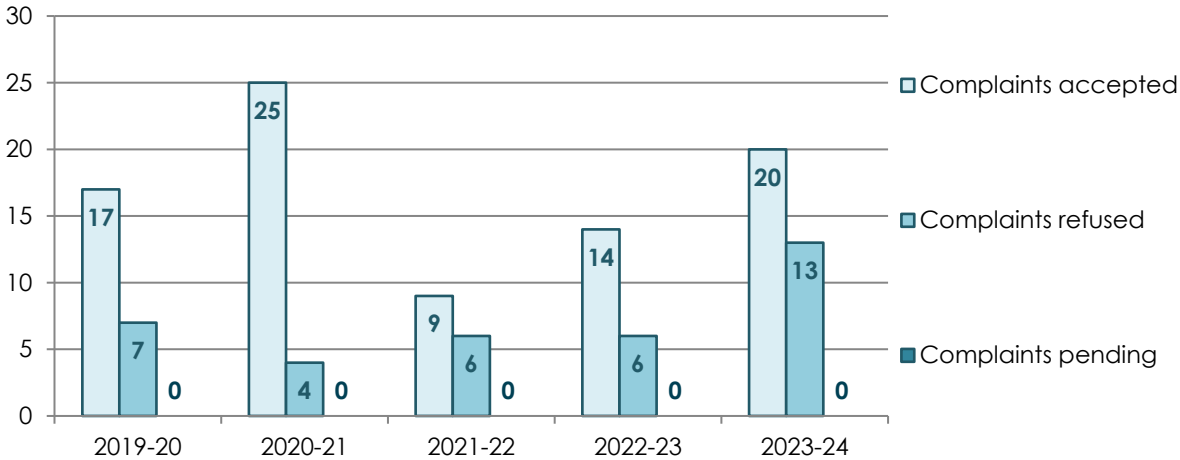
- **33** complaints lodged representing **less than 1%** of complaints lodged Canada-wide
- **8** complaints finalized representing **less than 1%** of complaints finalized Canada-wide

Public Complaints Received

Of the **33** public complaints lodged regarding the on-duty conduct of RCMP members in Nunavut between April 1, 2023, and March 31, 2024, the CRCC received **33** complaints, while the RCMP received **0** complaint.

While the CRCC and the RCMP receive a large number of public complaints each fiscal year, not all meet the complaint criteria laid out in section 45.53 of the *Royal Canadian Mounted Police Act*.

Public Complaints in Nunavut

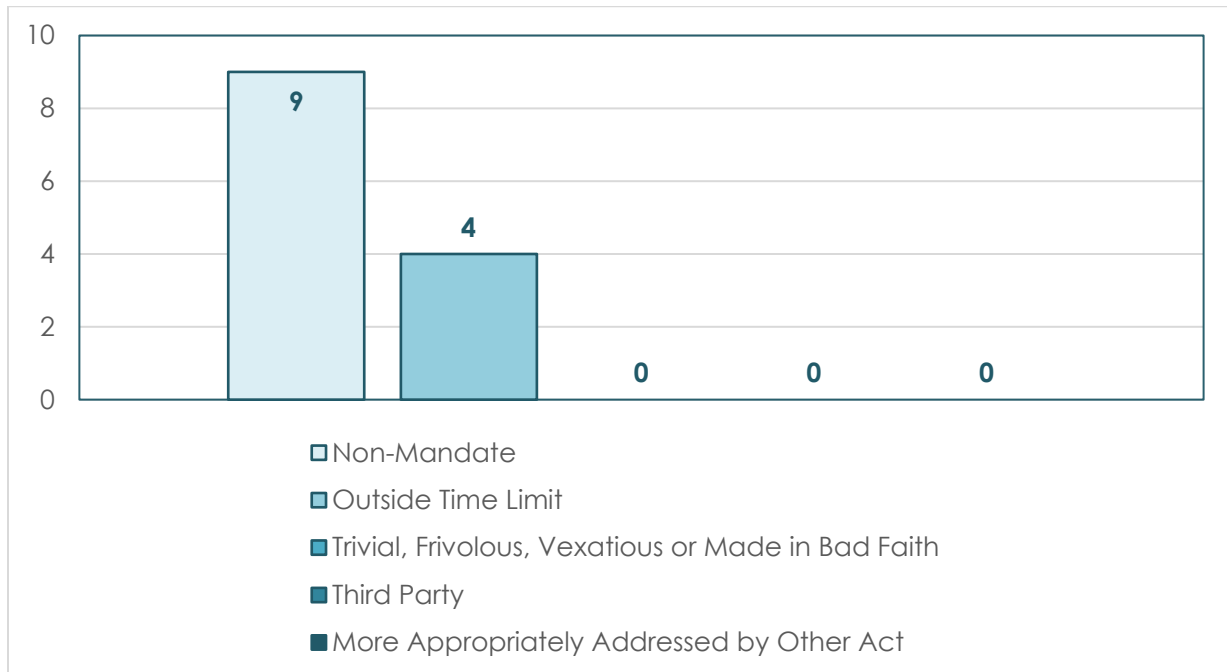


In 2023 the CRCC undertook an audit of its case management system to examine approximately 1,500 complaint records dating back to 2019. As a result of the audit, historical data included in the 2023-24 Report on Public Complaints may differ slightly compared to historical data published in reports from previous years.

The CRCC may refuse to deal with a complaint for a number of reasons, including:

- The complaint does not fall within the CRCC's mandate;
- The complaint is not filed within a year of the occurrence;
- The complaint is trivial, frivolous, vexatious or made in bad faith;
- The complaint is made by third parties who have no connection to the alleged incident;
- The complaint could be more appropriately dealt with under another Act.

Refused Complaints in Nunavut



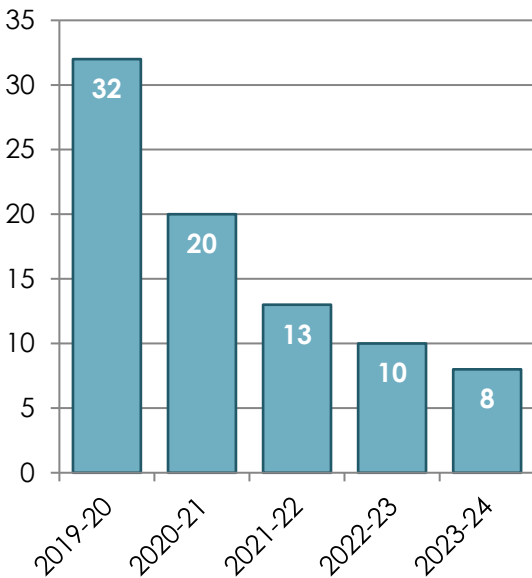
Public Complaints Finalized

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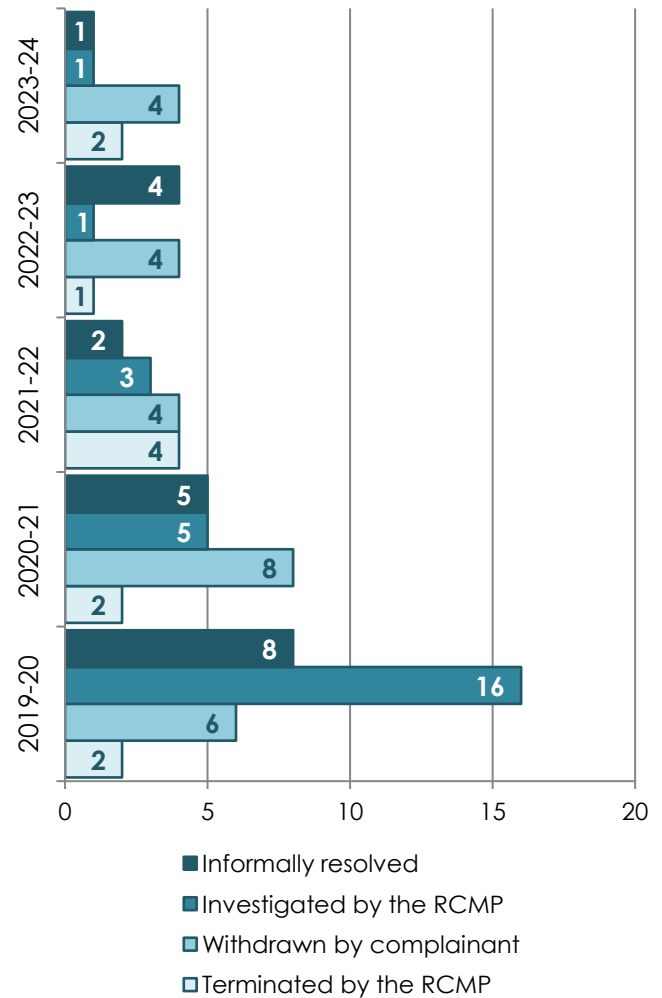
Number of Finalized Complaints in Nunavut



Complaints can be resolved as follows:

- informally resolved by the RCMP;
- investigated by the RCMP;
- withdrawn by the complainant;
- terminated by the RCMP.

Resolution of Complaints in Nunavut**



*With the exception of public interest investigations, which are carried out by the CRCC.

**A small number of complaints are resolved annually using a combination of two or more of the mechanisms listed above. As such, the sum of the individual closing categories may be greater than the total.

Finalized Complaints & Allegations

Allegations are classified according to the following categories.

Improper Attitude	Evidence Irregularity
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Irregularity in Procedure	Improper Persons / Vehicles Search
Driving Irregularity	Improper Search of Premises
Neglect of Duty	Policy
Statutory Offence	Equipment
Mishandling of Property	Service

A full description of each of these categories is available on the CRCC website.

In 2023-24, the RCMP in Nunavut finalized **8** complaints containing **10** allegations. The most common allegations made in these complaints, and the way in which they were resolved, are outlined below:

Allegation & Number	Substantiated by RCMP	Not Substantiated by RCMP	Informally Resolved by RCMP	Terminated by RCMP	Withdrawn by complainant
Improper Attitude 4	0	2	0	1	1
Neglect of Duty 3	0	1	1	0	1
Improper Search of Premises 1	0	0	0	0	1
Service 1	0	0	0	0	1
Improper Arrest 1	0	0	0	0	1

Complaints Referred to the CRCC for Review

Following the RCMP's investigation of a public complaint, if a complainant is not satisfied with how the RCMP has concluded their complaint, the legislation allows them to refer their complaint to the CRCC for review.

At any point during its review, the CRCC may request that the RCMP investigate further.

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Once the Interim Report has been reviewed by the RCMP, the RCMP Commissioner gives notice, identifying which recommendations the RCMP will act on. If no, or a different, action is to be taken, the Commissioner must provide reasons to the CRCC.

The Chairperson considers the **Commissioner's Response**, and prepares a **Final Report**.

In 2023-24, the CRCC received **1** new request for review concerning complaints in Nunavut.

Number of Finalized Complaints Referred to CRCC for Review (NU)

	0	1	2	3	4
2023-24		1			
2022-23	0				
2021-22	0				
2020-21		1			
2019-20		1			

Review Reports Issued (NU)

	Satisfied Reports	Interim Reports	Final Reports	Total
2023-24	0	1	0	1
2022-23	0	1	1	2
2021-22	0	1	4	5
2020-21	1	1	0	2
2019-20	0	0	0	0

Recommendations

In 2023-24, the CRCC did not make any recommendations in Nunavut.