



OFFICE OF THE  
POLICE COMPLAINT  
COMMISSIONER

# ANNUAL REPORT 2024/2025

INTEGRITY  
INDEPENDENCE  
FAIRNESS



OFFICE OF THE  
POLICE COMPLAINT  
COMMISSIONER



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## ABOUT THE ART

We are pleased to showcase “Harmony” by BC Artist Jamin Zuroski. This beautiful artwork featuring a black bear and Steller’s jay supporting each other was inspired by the vision of longtime Deputy Police Complaint Commissioner Andrea Spindler, who worked with Zuroski to conceptualize an image that describes both the purpose and the work of the OPCC.

The design speaks to the OPCC’s commitment to building relationships and is inspired by the concept of challenging dynamics found in nature to illustrate how empathy, trust, patience, collaboration, and transparency can result in harmonious relationships working towards a common goal. There is strength in working together to meet the needs of those interacting with the police complaint process and to improve public confidence in police through civilian oversight.



You can learn more about Jamin Zuroski  
by scanning the QR code.

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*We would like to acknowledge that the work of the Office of the Police Complaint Commissioner takes place across unique and diverse traditional Indigenous territories and respects the many territorial keepers of this place we now call British Columbia. We thank the lək̓ʷəŋən (Lekwungen) people, also known as the Songhees and Esquimalt First Nations communities, past, present, and future, for their stewardship, care, and leadership of the land on which our main office is located in downtown Victoria.*

*On behalf of our Office and our staff, we express extreme gratitude for being able to live and work on this beautiful land. We are committed to bringing our Office closer to understanding and incorporating Indigenous history and culture into our work as we strive towards true reconciliation.*

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OFFICE OF THE  
POLICE COMPLAINT COMMISSIONER

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British Columbia, Canada

November 14, 2025

The Honourable Mr. Raj Chouhan  
Speaker of the Legislative Assembly  
Parliament Buildings, Room 207  
Victoria, BC V8V 1X4

Dear Mr. Speaker,

It is my honour to present the 2024/2025 Annual Report. In doing so, I gratefully acknowledge that our office is located on the unceded traditional lands of the Ləkʷəŋən (Lekwungen) People and ancestors. The work of the Office of the Police Complaint Commissioner extends across the homelands of the Indigenous Peoples within what we now call British Columbia.

This report has been prepared in accordance with section 51.1(1) of the *Police Act*, RSBC 1996, c. 367.

Yours truly,

Prabhuraj Rajan  
Police Complaint Commissioner

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Prabhuraj Rajan  
Police Complaint Commissioner

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# Commissioner's Message

This year's annual report encapsulates a period of continued growth, learning, and understanding for the OPCC, grounded by an intentional commitment to meet with communities served by municipal police services to listen, learn, and then act. Our approach seeks to build relationships with police, service providers, and community agencies to foster trust and transparency in our oversight work, and to emphasize a culture of humility, respect, and understanding.

These integral principles helped inspire the Indigenous artwork titled "Harmony" on the cover of this year's report, as well as its theme. Our outward-looking focus over 2024/2025 led to face-to-face meetings with 83 grassroots and umbrella organizations, including those representing newcomers to BC, Indigenous groups, mental health service providers, advocates working to address violence against women and those experiencing homelessness, and many more. We also visited with most of the municipal police services, presented to the BC Association of Chiefs of Police, and met with police unions, all of which helped us better appreciate the inherent challenges in policing and concerns with the discipline system. I was buoyed by the universal belief in a strong, responsive, and efficient civilian oversight model. What we heard and learned helped inform many of the initiatives and efficiencies highlighted in the pages of this report, which are geared to address the often challenging relationship between police and the public they serve.

As a complement to this face-to-face outreach, we also started planning the Office's first online information session for interest holders to help address one of the

OPCC's biggest issues—anonymity. Very few of those we met with knew about our Office, mandate, and services offered. As we continue to lean more significantly into public outreach, we will be looking to enhance relationships with an even broader cross section of interest holders. We're also using technology to enhance awareness of our work, including launching our online [Discipline Decisions Digest](#), which provides information about substantiated allegations of misconduct by municipal police officers in BC.

Our enhanced outreach and engagement approach will also support our new authority to conduct systemic investigations. Enabled by changes to the *Police Act* in 2024, this new power allows the OPCC to look upstream by proactively investigating systemic issues arising from police complaints or problems identified with the complaints process, provide meaningful recommendations aimed at preventing police misconduct, and report on these publicly, thereby supporting public confidence in policing and police oversight.

We also recognize that we must improve our direct accessibility to the public. Given that Vancouver and Surrey are the two largest cities in BC and give rise to a significant proportion of our work, it was imperative to have a physical presence on the Lower Mainland. We secured office space in downtown Vancouver, which we anticipate will have a front-counter service for public inquiries and intake of potential complaints. We also anticipate that our Office's future growth will occur in the Lower Mainland in terms of staffing, our systemic program, and an improved outreach capability.

“Our approach seeks to build relationships with police, service providers, and community agencies to foster trust and transparency in our oversight work, and to emphasize a culture of humility, respect and understanding.”

It is imperative that we augment our connection with those we work alongside and serve given that the need for OPCC oversight is on the rise. We experienced a 10 per cent increase in files that were under investigation during the fiscal year—from 681 in 2023/2024 to 747 in 2024/2025. Further analysis shows that registered police complaint files—the most resource intensive of files—accounted for more than half (53 per cent) of all files opened. As well, calls from the public to our intake team between June and December 2024 were up 94 per cent compared to the previous year. As a result, we worked diligently to find efficiencies in our processes. This work helped to achieve an 89 per cent increase in the number of files settled by Complaint Resolution between 2024/2025 and the previous fiscal year.

We are continuing to develop expedited investigative and resolution processes for appropriate cases, which will reduce, and in some cases eliminate, the need for a lengthy investigation. This will allow officers to take responsibility at an early stage and for cases without basis to be discontinued, as well as bringing aggrieved members of the public and officers together at the earliest opportunity to resolve issues, and hopefully provide a measure of healing for a complainant and learning for the officer. The ultimate goal is that these efforts will provide greater confidence in both policing and the oversight system.

Embracing these new efficiencies allows system resources to be focused where they are warranted—cases demanding a more comprehensive investigation and, potentially, public scrutiny. To that end I called two Public Hearings this past year—one which resulted in an admission of sexualized misconduct by a Vancouver police officer and another into the high-profile death of Myles Gray.

Notwithstanding the progress made by our Office this past fiscal year, I would be remiss if I didn't recognize that we, and society at large, continue to be challenged by the fact that Indigenous people remain overrepresented in the justice system. It is why the OPCC remains committed to reconciliation and listening to the voices of Indigenous community members to better understand the unique

issues they may face when interacting with municipal police services in this province. In an effort to apply an Indigenous lens to our work, our Office has continued our collective learning by establishing regular meetings with Indigenous organizations, engaging Indigenous experts to assist in our work, and ensuring staff receive regular Indigenous learning.

I am very proud of the incredible amount of work that has gone into growing and evolving my office, which is due to the dedication, passion, and commitment of the excellent OPCC staff. One of my primary goals is providing staff with a supportive environment to be fully heard and respected, and opportunities to grow in their careers. In a workplace survey initiated early on in my mandate, with a response rate of over 95 per cent, I learned that overall job satisfaction was high but communication from executive staff needed to improve. As a result, we've established a staff engagement working group and focused on ensuring professional development is geared to topics that help staff in their day-to-day work, such as trauma-informed training, understanding the Accessible BC Act, and the importance of accurate note taking by police officers in alleged Deceit and Neglect of Duty cases.

If there is a hallmark of my tenure thus far as BC's fifth Police Complaint Commissioner, I hope it is one of listening, learning, and then acting. I believe that while there may be inherent tensions between justice sector partners, we are all working towards the same goal—safer communities where residents feel heard and those who protect them are trusted and respected for the important public service they provide around the clock, 365 days of the year. Finding that balance is what drives us at the OPCC, and I look forward to furthering that work in the years to come.

**Prabhu Rajan**  
Police Complaint Commissioner

# Year-at-a-Glance

## April 2024

- [Police Act Amendment Act, 2024](#) received Royal Assent
- Select Standing Committee on Finance and Government Services (SSCFGS) Spring update and supplementary budget request

## June 2024

- [Keiron McConnell Public Hearing](#) called
- PCC Outreach and Engagement meetings begin with BC Assembly of First Nations
- PCC/DPCC presentation to BC Association of Chiefs of Police
- Lower Mainland Office Request for Leased Space posted on BC Bid

## August 2024

- PCC and DPCC travel to Nelson for outreach and engagement meetings
- SSCFGS supplemental budget request regarding Lower Mainland office space

## October 2024

- PCC presentation at Lookout Society Annual Leadership
- PCC attends Heads of Police Oversight annual meeting
- All-staff Truth and Reconciliation presentation with Ry Moran at University of Victoria

## December 2024

- [Myles Gray Public Hearing](#) called
- Lower Mainland office space secured
- PCC attends John Horgan's Provincial State Memorial Service

## February 2025

- [OPCC Accessibility Plan](#) posted
- PCC attends throne speech reception
- OPCC attends MLA meet-and-greet at the Legislature

## May 2024

- PCC presentation to BC Police Association
- Canadian Association of Civilian Oversight of Law Enforcement Conference in Calgary
- PCC presentation to Professional Standards members from municipal police departments in the Capital Region

## July 2024

- [Systemic Investigation sections of the Police Act Amendment Act, 2024](#) brought into force by regulation
- Accessible BC Act all-staff workshop with Untapped Accessibility and Victoria Disability Resource Centre

## September 2024

- OPCC response to SSCFGS for additional information on August budget request
- PCC and staff ride-along with Victoria Police Department

## November 2024

- PCC presentation with Independent Investigations Office at Annual Law of Policing Conference
- [City of Surrey's police of jurisdiction transferred from the RCMP to the Surrey Police Service](#)

## January 2025

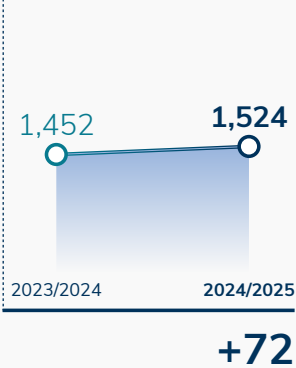
- Surrey Police Service adds 45 police officers for a total of 945 employees: 487 police officers and 458 civilian support staff
- PCC attends farewell ceremony for the 30<sup>th</sup> Lieutenant Governor (LG) and Installation Reception for the 31<sup>st</sup> LG
- Police oversight meeting with First Nations Justice Council and Director of Police Services
- PCC and staff ride-along with Vancouver Police Department

## March 2025

- [Discipline Decisions Digest](#) launched
- DPCC guest speaker at Simon Fraser University Department of Criminology
- Last PCC outreach meetings in fiscal 2024/2025 at Salal Sexual Violence Support Centre and Surrey Urban Indigenous Leadership Committee

# The Year in Numbers

Files Opened



Police Complaints Received



Police Complaints – Total Assigned for Investigation or Resolution Attempt



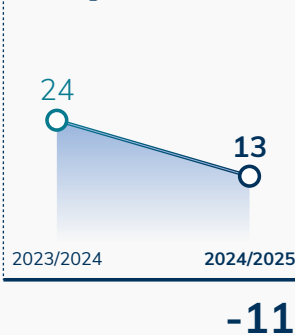
Independently Ordered Investigations



Reportable Injuries



Mandatory Serious Harm Investigations



Adjudicative Reviews\*



Service or Policy Complaints



\*Prior to 2024/2025, this figure captured investigations that proceeded to S.117 (Appointment of Retired Judge), S.141 (Review on the Record), and S.143 (Public Hearing). As of 2024/2025, the figure also includes cases where retired judges are appointed as Discipline Authorities, in alignment with legislative changes made in 2024 that allow the Commissioner to appoint retired judges sooner in the complaint process, if it is considered to be in the public interest.

## ABOUT OUR WORK:

# Advancing Public Confidence and Trust in Policing

## Who We Are

The OPCC is the office that people turn to when they have concerns about the conduct of municipal police in British Columbia. We are an impartial agency—independent of police and government—that oversees complaints and investigations involving municipal police officers. We ensure complaints made under the *Police Act* are resolved in a timely, transparent, and accountable manner, and that the process is accessible to the public.

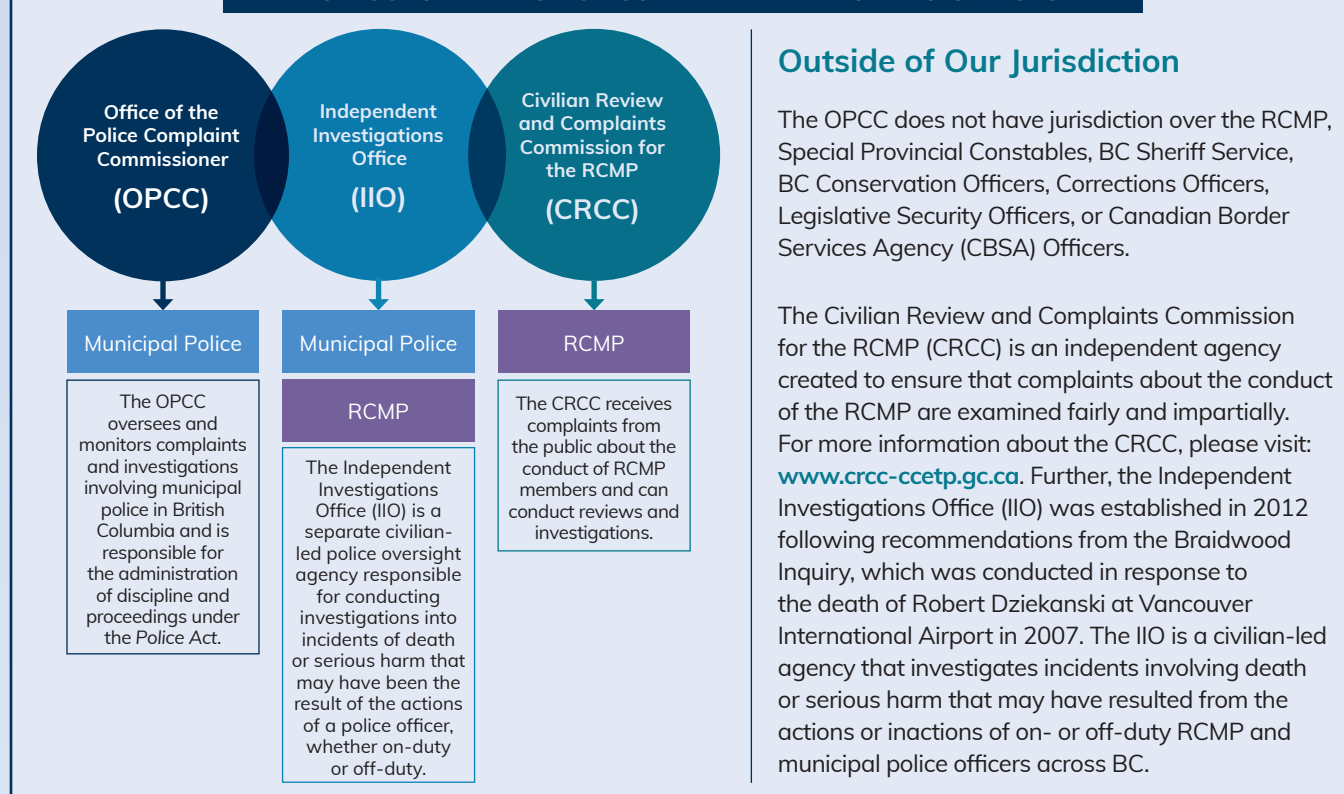
## Our Purpose

We promote accountable policing and enhance public confidence in police through impartial, transparent civilian oversight.

## What We Do

- Provide an accessible way for people to voice concerns about the conduct of any municipal police officer or department.
- Oversee and monitor complaints and investigations into police misconduct.
- Oversee the administration of discipline and proceedings under the *Police Act* and ensure that the purposes of the legislation are achieved.
- Initiate investigations into broader systemic issues in police practices or policies that impact police conduct and public trust, and provide recommendations aimed at preventing misconduct across police agencies.

### BRITISH COLUMBIA POLICE COMPLAINT AND OVERSIGHT SYSTEM



# How We Do Our Work

## Fairness

- Determine the admissibility of complaints received from the public.
- Actively monitor and oversee police misconduct investigations, providing advice and direction as necessary.
- Refer matters for independent adjudicative review.
- Refer matters to Crown Counsel for consideration of prosecution, when appropriate.

## Transparency

- Maintain records of all police complaints and Police Act investigations involving municipal police officers and the investigation outcomes.
- Compile statistical information, including trends, and report to the public about complaints and investigations.

## Public Engagement and Education

- Engage public organizations and policing interest holders and provide education on the police complaint process.
- Promote the benefits of restorative processes.
- Identify and address barriers to the police complaint process through community outreach efforts.

## Prevention and Systemic Responses

- Report publicly on the investigation of systemic issues arising from police complaints and make meaningful, proactive recommendations to prevent misconduct.
- Make recommendations to police boards or to government to address policies, practices, or other issues identified in the complaint process.

## Independence

- Neutrally assist any participant in the police complaint process, including complainants, police officers, discipline authorities, police boards, and adjudicators appointed under the Police Act.

## Our Goals

- To strengthen police accountability.
- To provide an accessible, effective, and understandable police complaint process.
- To improve organizational performance.
- To promote people wellness and development.

## Our Team

Driving our work is a group of committed professionals with diverse experience and expertise, such as law, criminology, policing, public administration, and social policy, who believe in the fundamental importance of civilian oversight of the police complaints process.

Within our Police Accountability team, our intake service is typically the public's first point of contact with the OPCC. They help people understand the process and connect complainants who are seeking assistance in navigating the process with support agencies.

Our "no wrong door" approach means that even when the complaint falls outside of our jurisdiction, our intake team helps people find the appropriate avenue for redress. Last year, 276 enquiries were redirected by our skilled and compassionate front-line staff, of which 117 were related to the RCMP.

Once a complaint has been initiated, our team of analysts work to ensure that the Police Act and its associated processes are followed correctly, including our complaint resolution process.

Within our Systemic Reform and Engagement team, priorities include outreach and engagement, accessibility, news releases, media responses, information systems, data management, adjudications, and other administrative services to support staff across the OPCC. In 2024/2025 we also began the development of our new Systemic Investigations program.

See more about our staff and budget on page 52.

## Intergovernmental Engagement

The OPCC is now a member of the Multi-Agency Police Oversight and Accountability Committee, facilitated by the Ministry of Public Safety and Solicitor General (PSSG). Membership includes the Independent Investigations Office, Civilian Review and Complaints Commission, and the BC First Nations Justice Council. This group meets quarterly to share updates, learn oversight best practices, and identify shared systemic issues.

All OPCC staff received a presentation from PSSG on Policing and Public Safety Modernization and continued to engage with the Province on Police Act reform. The OPCC also continues to participate on the Advisory Committee on Provincial Policing Standards, also facilitated by PSSG. A key topic in 2024/2025 was the continued implementation of body-worn cameras, associated issues and government standards.

# Where We Work

## OPCC Oversight

The OPCC oversees complaints related to the work of municipal police officers, special municipal constables and officers serving on other police agencies throughout British Columbia. Twelve municipal police departments fall under our jurisdiction, as well as the Metro Vancouver Transit Police, Stl'atl'imx Tribal Police Service, and the CFSEU (Organized Crime Agency of British Columbia).

Map refers to Police Complaint and Ordered Investigation Statistics on the following page.

1 Stl'atl'imx Tribal Police Service

12 Nelson Police Department

2 West Vancouver Police Department  
3 Vancouver Police Department  
4 Port Moody Police Department  
5 New Westminster Police Department  
6 Delta Police Department  
7 Central Saanich Police Service  
8 Saanich Police Department  
9 Oak Bay Police Department  
10 Victoria Police Department  
11 Abbotsford Police Department  
13 Metro Vancouver Transit Police  
14 CFSEU (Organized Crime Agency of BC)  
15 Surrey Police Service

# Police Complaint and Ordered Investigation Statistics by Department (2024/2025)

## 1 Abbotsford Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 67 | ↓ |
| ORDERED INVESTIGATIONS | 4  | ↓ |

## 2 Central Saanich Police Service

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 13 | ↑ |
| ORDERED INVESTIGATIONS | 2  | ↑ |

## 3 Delta Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 27 | ↑ |
| ORDERED INVESTIGATIONS | 3  | ↑ |

## 4 Metro Vancouver Transit Police

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 31 | ↑ |
| ORDERED INVESTIGATIONS | 4  | ↑ |

## 5 Nelson Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 10 | ↑ |
| ORDERED INVESTIGATIONS | 2  | ↑ |

## 6 New Westminster Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 17 | ↓ |
| ORDERED INVESTIGATIONS | 2  | → |

## 7 Oak Bay Police Department

|                        |   |   |
|------------------------|---|---|
| POLICE COMPLAINTS      | 3 | ↑ |
| ORDERED INVESTIGATIONS | 1 | ↑ |

## 8 Organized Crime Agency of BC (CFSEU)

|                        |   |   |
|------------------------|---|---|
| POLICE COMPLAINTS      | 0 | ↓ |
| ORDERED INVESTIGATIONS | 1 | ↑ |

## 9 Port Moody Police Department

|                        |   |   |
|------------------------|---|---|
| POLICE COMPLAINTS      | 4 | ↓ |
| ORDERED INVESTIGATIONS | 1 | ↑ |

## 10 Saanich Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 36 | → |
| ORDERED INVESTIGATIONS | 2  | ↑ |

## 11 Stl'atl'imx Tribal Police Service

|                        |   |   |
|------------------------|---|---|
| POLICE COMPLAINTS      | 1 | ↑ |
| ORDERED INVESTIGATIONS | 0 | ↓ |

## 12 Surrey Police Service

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 94 | ↑ |
| ORDERED INVESTIGATIONS | 13 | ↑ |

## 13 Vancouver Police Department

|                        |     |   |
|------------------------|-----|---|
| POLICE COMPLAINTS      | 391 | ↑ |
| ORDERED INVESTIGATIONS | 24  | ↓ |

## 14 Victoria Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 97 | ↑ |
| ORDERED INVESTIGATIONS | 9  | ↑ |

## 15 West Vancouver Police Department

|                        |    |   |
|------------------------|----|---|
| POLICE COMPLAINTS      | 23 | ↑ |
| ORDERED INVESTIGATIONS | 2  | ↑ |

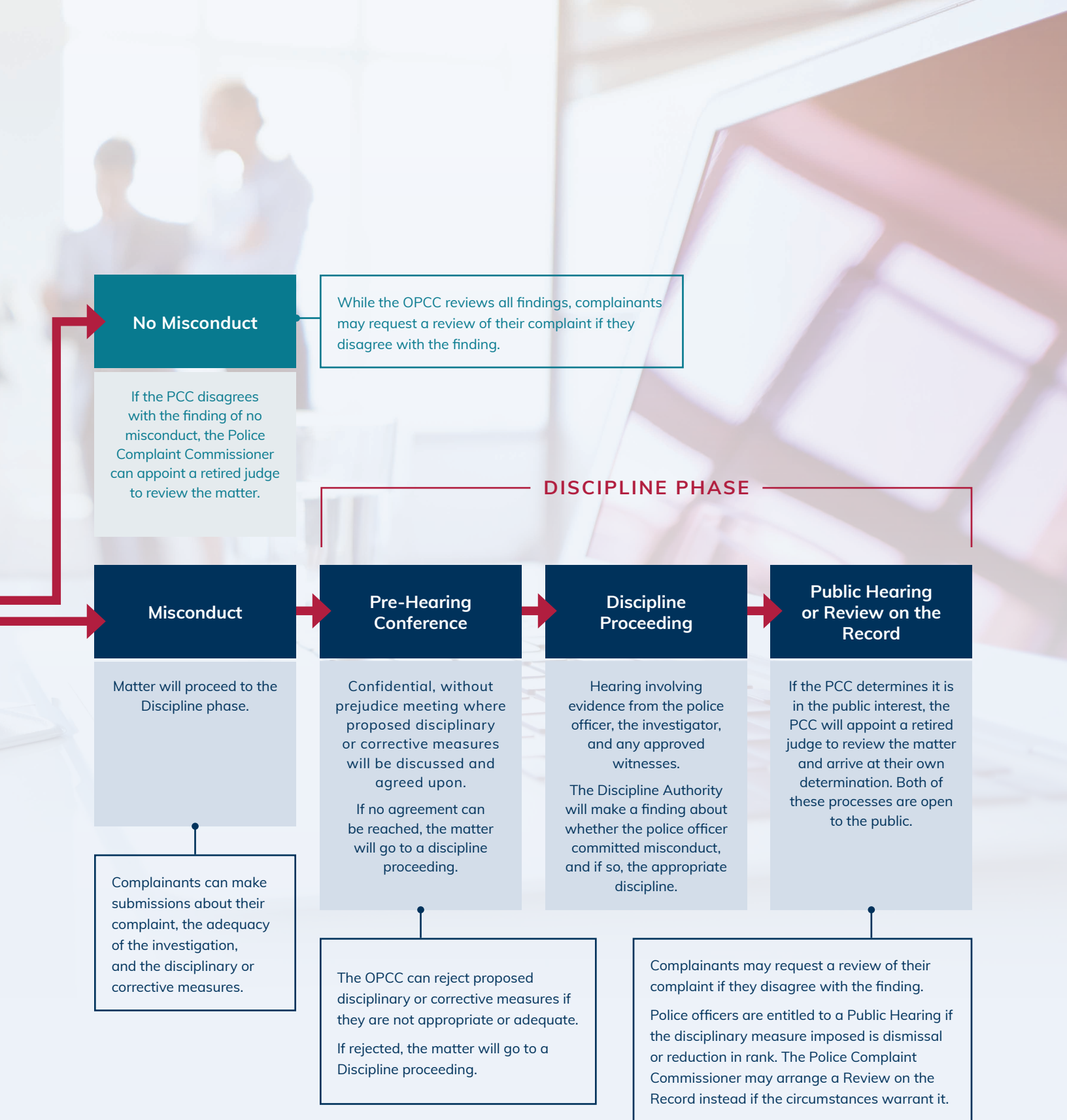
↑ INCREASE FROM 2023/2024

→ NO CHANGE FROM 2023/2024

↓ DECREASE FROM 2023/2024

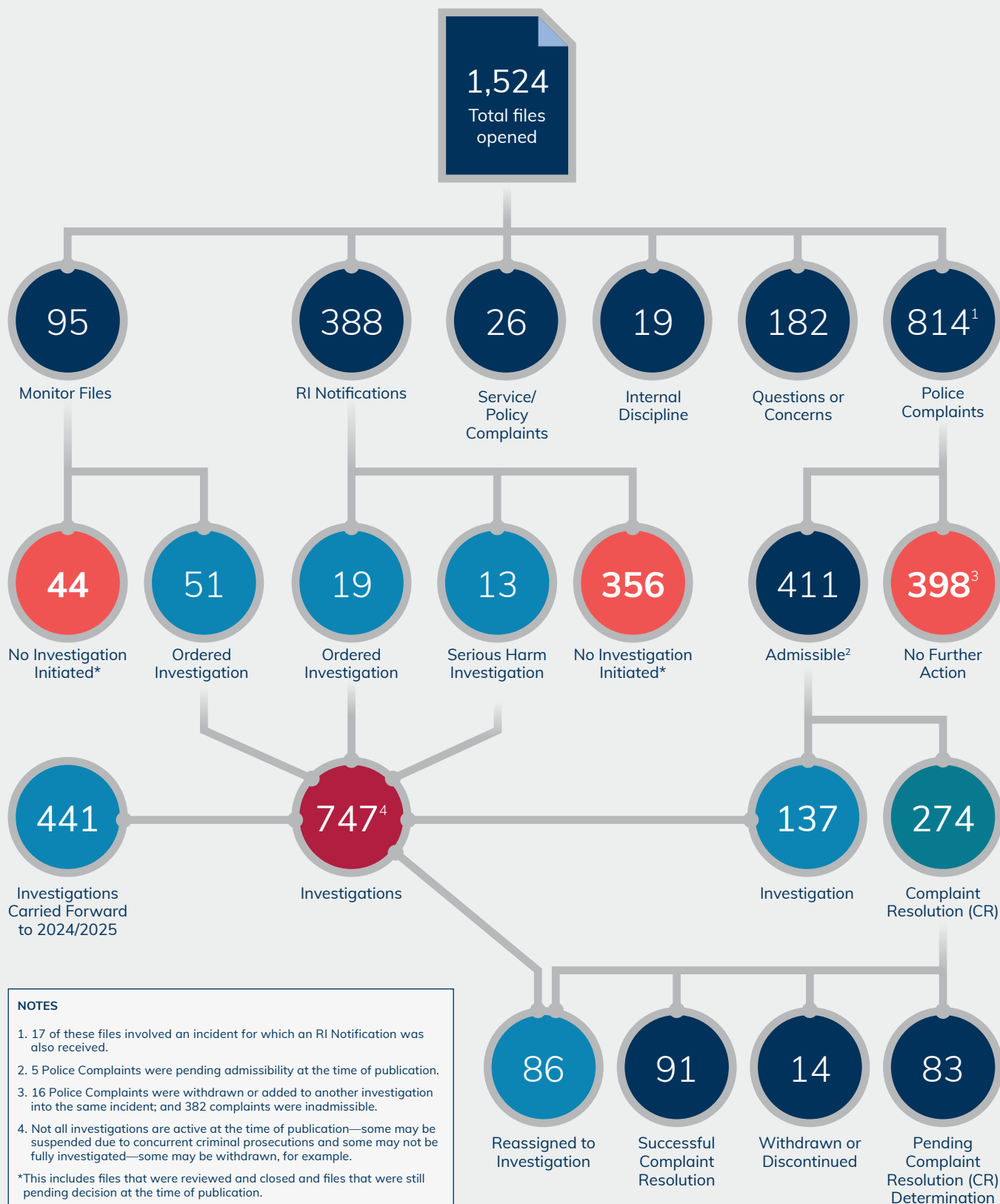
# How We Work





The Police Complaint Commissioner may also refer matters to Crown Counsel for consideration of prosecution, or make recommendations to police boards or to government regarding policies, practices, or systemic issues that may contribute to the misconduct.

# Complaints and Investigations in 2024/2025: Intake, Assessment, and Investigation



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# Supporting and Seeking Reconciliation with Indigenous Peoples

The OPCC's work in police accountability and oversight is inherently connected to Canada's legacy of colonialism and the historical traumas caused by police towards Indigenous Peoples, communities, and their way of life. The Office is committed to recognizing and understanding the historical and ongoing wrongs committed against Indigenous Peoples and valuing the resilience of Indigenous cultures and communities.





Together, Art work by Jamin Zuroski

We have publicly acknowledged that the OPCC is part of the colonial justice system, and we have committed to concrete actions of reconciliation and addressing systemic racism where it exists.

The OPCC also remains committed to Truth and Reconciliation and listening to the voices of Indigenous community members to better understand the unique issues they may face when interacting with municipal police services in BC. We continue to make progress as an office and as individuals but acknowledge there is more work to do in building and sustaining respectful, positive relationships with Indigenous Peoples, leadership, organizations, and communities.

We continue to prioritize a multi-year reconciliation action plan aimed at improving our Office's responsiveness to the needs of Indigenous Peoples. As part of this plan, we have been working to build and strengthen relationships with Indigenous leadership organizations throughout the past year. This has included several introductory meetings for the Commissioner to learn more about the issues of those affected by potential policing misconduct and concerns faced by diverse Indigenous community members who are interacting with the justice system.

In 2024/2025, the Commissioner has met with the following organizations:

- BC Assembly of First Nations
- BC First Nations Justice Council
- Aboriginal Committee to End Homelessness
- Coalition of Missing and Murdered Indigenous Women and Girls
- Circle of Indigenous Nations
- Métis Nation BC
- Native Courtworker and Counselling Association of BC
- Surrey Urban Indigenous Leadership Committee
- Vancouver Aboriginal Community Policing Centre
- Vancouver Aboriginal Transformative Justice Society

Based on feedback from these meetings, we will continue to build more culturally safe practices into the complaint process. This includes discussions with the First Nations Justice Council's police accountability unit to establish referral protocols between our offices. In addition, organizations such as Vancouver Aboriginal Transformative Justice Society, Vancouver Aboriginal Community Policing Centre, and the Salal Sexual Violence Support Centre have offered to provide culturally appropriate space for complaint investigations and complaint resolution meetings.

We are also grateful to the following Indigenous community organizations for providing a source of information and support for Indigenous complainants:

- BC Aboriginal Network on Disabilities Society
- Circle of Indigenous Nations
- Keeping Families Together
- Pacific Association of First Nations Women
- Victoria Native Friendship Centre
- Indigenous Community Legal Clinic
- Vancouver Aboriginal Friendship Centre
- Family Information Liaison Unit
- Aboriginal Coalition to End Homelessness
- Vancouver Aboriginal Transformative Justice Society
- Vancouver Aboriginal Community Policing Centre

Offering self-identifying Indigenous complainants choice in support when navigating the complaints process seeks to provide cultural safety and respond to those with intersectional identities and needs.



## OPCC's Reconciliation Journey



The OPCC remains committed to performing its mandate with cultural awareness and sensitivity, and to strengthening an accessible and culturally safe police complaint process for diverse Indigenous community members. To assist in meeting these goals, the office organized several opportunities for staff to come together and learn more about local First Nations, their culture and history, and to listen to their stories. All are important experiences designed to build relationships and support the OPCC team in the building of a culturally safe and responsive police complaint system for Indigenous complainants. This approach also furthers a culturally safe work environment for any prospective Indigenous staff.

In 2024/2025, staff participated in and received workshops and presentations from an Indigenous Cultural Safety Advisor and learning exchanges with community-based organizations, in addition to attending the BC Aboriginal Network on Disability Society's annual wellness gathering. We were also grateful to hear from the Honourable Marion R. Buller, CM, on the National Inquiry into Missing and Murdered Indigenous Women and Girls.

To acknowledge the annual National Day for Truth and Reconciliation, all staff were provided with a link to the documentary *Picking Up the Pieces: The Making of the Witness Blanket*, an hour-long film about an art installation created from items reclaimed from Canadian residential schools, churches, and government buildings, accompanied by powerful stories from survivors.

The Commissioner and staff at our Victoria office also met with Ry Moran, Canada's inaugural Associate University Librarian – Reconciliation at the University of Victoria, who spoke about his experience as Director of Statement Gathering for the Truth and Reconciliation Commission, and as Director of the National Centre of Truth and Reconciliation. Those not able to attend watched the session virtually. The session addressed how OPCC staff can respond appropriately to residential school survivors and subsequent generations of survivors by creating as safe an environment as possible for Indigenous members of the community who are interacting with our Office.

Staff in the Lower Mainland took part in a cultural paddle tour organized through a local First Nation that included a welcome song and visit to historic Indigenous villages while the group learned more about the Indigenous history of North Vancouver.

# Outreach and Education



Phalak Betab, Director of Communications, PICS Society, Anahita Mittal, Team Lead, OPCC, Prabhu Rajan, PCC, Andrea Spindler, DPCC, and Satbir Singh Cheema, President CEO, PICS Society

The OPCC serves all members of the public who may be impacted by municipal police actions. We are committed to hearing the voices of those with the knowledge, expertise, and insight to help identify and remove barriers for anyone engaging with the police complaint process. We strive to ensure everyone understands their rights under the *Police Act* and is provided with accessible and relevant information shaped by the communities we serve. Access to the complaints process also means removing any barriers for people exercising their rights. The OPCC's **Accessibility Plan** published in 2024/2025 provides more information on this commitment.

## Outreach and Engagement

Over the 2024/2025 year, the Commissioner prioritized meeting with, and hearing from, more community leaders than ever before as he sought to build relationships with Indigenous organizations, community- and provincial-level agencies, and police.

An intentional commitment to listen, learn, and then act in a way that fosters trust and transparency was central to the Commissioner's approach. While he had knowledge and experience with marginalized communities in relation to policing, he wanted to understand from community representatives how the OPCC could better provide accessible and effective policing oversight across BC's diverse cultures, identities, and communities.

The Commissioner met with Indigenous leaders and representatives of cultural and community service organizations from Victoria to Nelson to understand the experiences of those most affected by potential police misconduct. He sent over 50 introductory letters requesting face-to-face meetings with leadership of Indigenous organizations, newcomer settlement agencies, disability agencies, the anti-gender-based violence sector, legal and human rights organizations, and direct service providers. The result has been meetings involving 83 different organizations, some of which represented

multiple agencies, including councils, associations, and coalitions. We heard that there is a desire for improved connections with the OPCC and its services, and key points from the meetings included:

- Encouraging agencies to share more information about our work with members of the public.
- Ensuring OPCC staff are more aware and responsive to the needs of diverse community members.
- Responding appropriately to the emotional and safety needs of community members with language or cultural differences who are navigating the police complaint process.
- Exploring the potential for community-based points of entry to the police complaint process.

***"The meet & greet was a valuable opportunity, fostering dialogue and raising awareness about the role of the Office of the Police Complaint Commissioner (OPCC). We are grateful for their visit and commitment to building stronger connections with our community!"***

—President & CEO of PICS Society, Satbir S. Cheema.

**“At our leadership summit last year, we were honoured to have representatives from the Office of the Police Complaint Commissioner (OPCC) of British Columbia join us. The OPCC plays a vital role as an independent office of the Legislature, ensuring accountability, fairness, and transparency in the oversight of municipal police services.**

**Your team’s presentation was both impactful and thought-provoking. It provided our leaders with a deeper understanding of the civilian oversight process, the importance of public trust in policing, and how accountability frameworks can strengthen leadership across all sectors. The insights you shared sparked meaningful discussion among our participants and have continued to influence our approach to integrity and responsibility in our own organization.**

**We are grateful for your contribution to the success of the summit and for the lasting impact your participation has had on our leadership team.”**

—Garry Dhadda, People and Culture Manager, Lookout Housing and Health Society

## Education

As a result of our increased outreach and engagement with local leaders and organizations, OPCC staff received invitations to events not previously attended, such as the Affiliation of Multicultural Societies and Service Agencies’ (AMSSA’s) BC symposium *Breaking Barriers: Fostering Trust and Building Connection with Black Communities*, to help address the systemic overrepresentation of Black men in the justice system and foster collaborative solutions between Correctional Service Canada, community groups, and justice system partners. OPCC staff were also able to attend the Ending Violence Association BC annual training forum and a community stakeholder forum hosted by the Surrey Local Immigration Partnership.

We are pleased that many community organizations have also shown interest in distributing informational materials to educate the multilingual communities they serve. This includes general information and complaint resolution brochures in 13 languages: Hindi, Persian, Filipino, Spanish, French, Korean, Somali, Vietnamese, Arabic, Punjabi, Urdu, Traditional Chinese, and Simplified Chinese. These translated materials are [available on our website](#) and have been distributed to municipal police departments and community-based support agencies.



Prabhu Rajan, PCC and Satbir S. Cheema – President & CEO of PICS Society



Alix Hotsenpiller, Outreach Coordinator, OPCC, Prabhu Rajan, PCC and Shayne Williams, CEO Lookout Housing and Health Society

## Support Agency Assistance

A key form of support for community members contacting our Office continues to be our intake services staff who document complaints, facilitate connections with community-based supports, and facilitate access to specialized resources and information.

In the past year, intake and outreach staff made 37 direct connections for complainants to community law clinics, organizations serving women experiencing gendered violence, newcomers, seniors, Indigenous service providers, youth, people with disabilities, and language supports. These agencies provide services that support complainants when filing police complaints, attend meetings, provide emotional support, translation services, and assist with preparing written submissions at various stages of the process on behalf of complainants.

In 2024/2025, many of the community organizations in our network of support agencies provided either information or direct assistance to complainants. We recognize that these staff and volunteers go above and beyond to facilitate requests for their help and expertise, and we remain grateful for their contributions:

- Archway Community Services
- Atira Women's Society
- Battered Women's Support Services (BWSS)
- British Columbia Aboriginal Network on Disability Society
- Circle of Indigenous Nations (COINS)
- Coast Mental Health
- Covenant House
- Disability Alliance of BC
- First United Church
- Deltassist Family and Community Services Society
- Family Information Liaison Unit (FILU)
- HIM Health Initiative for Men
- Immigrant Services Society of BC
- Inclusion BC
- The Jewish Family Service Agency
- John Howard Society of Victoria
- Keeping Families Together
- Law Students' Legal Advice Program (Vancouver)
- Men's Therapy Centre
- MOSAIC BC
- Native Courtworker and Counselling Association of BC
- Nelson Cares Society – the Advocacy Centre
- North Shore Women's Centre
- Our Place
- The Progressive Intercultural Community Services (PICS) Society
- Ribbon Community (formerly AIDS Vancouver)
- RISE Women's Legal Centre
- Salal Sexual Violence Support Centre
- Sources Community Resource Centres
- Surrey Women's Centre
- The Law Centre (Victoria)
- Vancouver Association for the Survivors of Torture
- Vancouver Aboriginal Transformative Justice Services Society
- Vancouver Aboriginal Community Policing Centre
- Victoria Disability Resources Centre
- Victoria Native Friendship Centre
- Victoria Immigrant and Refugee Centre Society
- Vancouver Women's Health Collective



Click here to go to the OPCC website for a list of support agencies. Please note, not all agencies in the support agency network are found on this list.



# Addressing Systemic Issues

Systemic issues are recurring or entrenched problems within policing practices, policies, or structures that result in or contribute to patterns of misconduct, inequitable treatment, or failures in accountability. They go beyond singular instances of misconduct, indicating broader concerns that impact public trust, fairness, and the effectiveness of police oversight mechanisms.

In 2024, amendments to the *Police Act* expanded the mandate of the OPCC, granting the Police Complaint Commissioner the authority to initiate systemic investigations in the public interest. This change responded to a recommendation from the 2019 Special Committee to Review the Police Complaint Process and empowers the OPCC to proactively identify, research, and investigate systemic issues arising from police complaints or the municipal police complaints process. Following an investigation, the OPCC will provide recommendations where needed to prevent police misconduct, prepare and release public report(s), and inform the public and other interest holders of our findings.

The OPCC is currently building its systemic investigations program. This preparation involves establishing a dedicated team, developing policies, procedures, training and education, and creating the necessary supports to identify and conduct effective and meaningful systemic investigations, including pathways for engaging with interest holders and the public.

To further support the OPCC's systemic mandate, the OPCC is also committed to enhancing its data analytics capacity to improve the identification and understanding of trends and emerging issues, and exploring research partnerships to examine areas of concern and support long-term improvements in accountability and oversight.



# Why Our Work Matters

**Public interest demands robust, vigilant, and independent oversight.**

Police officers hold significant authority in our communities, and the public rightly expects transparency and accountability in how that power is exercised. In British Columbia, the OPCC plays a vital role in upholding these expectations. Our Office was established to meet a fundamental need: independent civilian oversight of the police complaints process. Ensuring that police are held to a high standard of external accountability is not only in the public interest—it is essential to maintaining public trust and confidence in policing.

A core part of our mandate is to ensure that every complaint made against a municipal police officer in BC is addressed fairly, thoroughly, and transparently. But our work goes beyond individual cases. By overseeing the municipal police complaints process, the OPCC is uniquely positioned to identify broader trends and systemic issues. This allows us to make informed recommendations that address not only officer conduct but also structural barriers affecting many British Columbians.

At a time when calls for greater accountability and reform in policing continue to grow, our dual role—as both a complaint oversight body and a driver of systemic change—remains a cornerstone of police oversight in British Columbia.

In the following pages, we highlight key themes emerging from OPCC files that illustrate ongoing efforts to enhance transparency in the municipal police complaints process. We also share feedback from individuals who have participated in, and benefited from, Complaint Resolution processes.

# Serious Harm Investigation and discontinuation when appropriate

## Why the OPCC Became Involved

Municipal police departments across BC are required to notify the OPCC when an incident involving an officer results in an injury requiring medical attention. In addition, if any person is seriously injured or dies because of police actions or inaction, the OPCC must initiate an external investigation into the matter. In this case, the Independent Investigations Office (IIO) was also notified and conducted an investigation, as it was determined that the individual who interacted with police suffered serious harm. During the incident, Vancouver police were called to a downtown hotel because a man, who had been acting erratically, had passed out in the lobby. An officer attended on his own and, when he tried to wake the man up, he was knocked to the ground by the individual, who then disarmed the police officer of his police baton and proceeded to attack the officer, striking him with the baton. The officer fired multiple shots, hitting the man in the leg and subduing him. Both the man and the police officer had significant injuries. The man later pleaded guilty to a criminal charge of assault. The entire encounter was captured by the hotel's video surveillance system.

## How the OPCC Helped

Prior to overseeing a Police Act investigation into the matter, the OPCC assessed the IIO investigation and outcome to determine if a further Police Act investigation was required. A review of the video footage along with all other relevant available evidence demonstrated that force used in this case was both reasonable and proportionate to the attack endured by the officer. As a result, the potential investigation under the Police Act was discontinued by the Police Complaint Commissioner, who noted the significant danger the officer had been in, as well as the danger posed to the public, commending the officer for his actions.

## Why It Matters

While the public's right to transparency and accountability is often realized through a comprehensive review, scrutiny must be applied on a case-by-case basis. Where objective video footage clearly shows no evidence of misconduct, and instead shows exemplary police work in terms of self-defence, it is in the public interest to avoid unnecessary expenditures of additional investigative resources. It also prevents the officer involved from having to relive, through the investigative process, a traumatic service call that could have ended in serious personal harm or death.

38%

of the 29 Serious Harm Investigations that were concluded in the 2024/2025 fiscal year were discontinued, as it was determined further investigation was neither necessary nor reasonably practicable.

# Police Complaint Commissioner calls Public Hearing earlier in alleged sexualized misconduct investigation

## Why the OPCC Became Involved

The Office received information from the Vancouver Police Department (VPD) in relation to alleged sexualized misconduct involving a senior police officer with over 30 years of police service. He had been a sergeant for approximately 18 years, working in a supervisory capacity. He had also been an instructor at various Post-Secondary Institutions, including at the Justice Institute of British Columbia, where he taught courses related to policing and criminal justice.

According to VPD, a photo of the officer was posted on social media that prompted an anonymous comment that the officer was a “sexual predator” and had a “history of sexually assaulting his students” while employed as an instructor at a BC Post-Secondary Institution. Further, a female VPD officer, upon becoming aware of the social media post and comments, advised she had received inappropriate sexual messages from the same officer. As a result, the PCC ordered an investigation.

During the police-led investigation, the OPCC received additional information that the officer had allegedly sent electronic messages of an inappropriate and/or sexual nature to several female individuals who had been enrolled in courses he taught at two Post-Secondary Institutions as well as to several other female VPD officers.

The Police Complaint Commissioner called a public hearing due to the serious nature of the alleged misconduct, and the power-imbalance dynamic, over the five-year span of the alleged inappropriate behaviour. Sexual harassment in places of work and education should not be tolerated, and inappropriate and unwelcome sexualized behaviour is demeaning and an affront to the dignity of the person to whom it is directed.

## How the OPCC Helped

Given the public interest inherent in this case, the Police Complaint Commissioner exercised the new power granted by *Police Act* amendments to send allegations against the officer directly to a public hearing without waiting for a confidential police Discipline Proceeding to conclude. The officer accepted responsibility for some but not all of the allegations of misconduct and received significant disciplinary and corrective measures. The findings were based on agreed facts and joint submissions that spared witnesses from having to testify in a public forum and allowed for a faster and more efficient pathway to effective resolution. Recommendations aimed at the Vancouver Police Department and Vancouver Police Board from the public hearing adjudicator cited the need to create a dedicated workplace policy and training program dealing with sexual harassment and development of systems to prevent the re-victimization of those who come forward.

## Why It Matters

Sexual harassment is demeaning and injurious to dignity. It is fundamentally contrary to the high ethical standards expected of all police officers and especially senior officers having supervisory responsibilities. There is a growing awareness in society of the harmful impacts of inappropriate sexualized actions generally and an inarguable need to denounce sexual misconduct in the field of policing specifically.

In the 2024/2025 fiscal year, the OPCC carried over **15** investigations related to sexualized misconduct in the workplace from previous years and opened **10** new investigations. Throughout the fiscal year, the OPCC concluded four investigations related to sexualized misconduct in the workplace, all of which included one or more allegations that were substantiated. Investigations included Police Complaint Files and Ordered Investigations with allegations involving discreditable conduct or neglect of duty.



Discipline Decisions Digest

# Police Misconduct—professional deportment and relationship with Indigenous persons

## Why the OPCC Became Involved

The OPCC received a complaint from a member of the public (third party) who had viewed closed-circuit video, posted online, of an interaction between a 38-year-old Indigenous woman and police officers in Vancouver's Downtown Eastside. The video showed officers using a beanbag shotgun on the woman and reportedly standing around her laughing while she was on the ground crying out in pain after she was handcuffed and in custody. The third party was concerned about the police's use of force and subsequent laughter seemingly directed at the Indigenous woman.

## How the OPCC Helped

Following an assessment of the complaint, the OPCC determined that breaches of public trust had been alleged under the *Police Act*—specifically police officers failed to behave with courtesy towards a member of the public. In addition, the use of a beanbag shotgun to arrest the woman was viewed as potential misconduct resulting from excessive use of force. As a result, the OPCC made the complaint admissible, resulting in an investigation overseen by an OPCC analyst. The police Discipline Authority in that investigation did not find misconduct by the officers.

The Police Complaint Commissioner disagreed with the Discipline Authority decision and appointed a retired judge to review the matter. The Commissioner expressed concerns that the Discipline Authority improperly, and solely, focused their decision on the officers' reason for their laughter, and didn't consider the officers' apparent lack of sensitivity for the Indigenous woman. In doing so, he noted the historic and ongoing systemic issues with the policing of Indigenous Peoples.

The retired judge found that the officers did commit misconduct, were reckless, and failed to meet their professional obligations when they laughed while standing over the woman, even though their laughter was apparently in response to a shared private joke unrelated to the woman on the ground. In doing so, the retired judge noted that the discourtesy of laughing as a group while standing over a handcuffed, prone, and vulnerable

Indigenous woman resulted in a negative perception of the officers' actions and in turn raised the serious potential of negatively impacting the public's respect for police in the community. The decision resulted in the officers receiving a written reprimand on their service record of discipline and direction to prepare an apology letter to the affected woman. One officer was also ordered to complete further education and training with respect to the policing of vulnerable people and communities.

## Why It Matters

BC's Police Code of Ethics states: "The people of British Columbia expect the police to serve with courage, fairness, impartiality and integrity and to apply democratic principles that honour human dignity in the pursuit of justice." While the officers involved in this case maintained the laughing captured on video was the result of a private joke, and not directed at the woman, the retired judge felt their behaviour still constituted misconduct. Public perception of officers laughing at a person, as captured on video, who had been struck by rounds from a beanbag gun was an emphasis of the decision. Effective community policing depends on the public's trust in those dedicated to protecting them. That trust is eroded when it appears police officers do not respect the dignity of those they interact with.

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individuals who self-identified as Indigenous filed Police Complaints with the OPCC in 2024/2025, compared to 33 in 2020/2021—an increase of 39%. To ensure these individuals receive the support they need to navigate the police complaint process, the OPCC is continuing its work towards the creation and delivery of a trauma-informed, culturally safe, and culturally relevant process.

# Using a restorative approach in conjunction with disciplinary measures to resolve complaints

## Why the OPCC Became Involved

The Office received a complaint from the father of a teen reporting concerns about the actions of an officer towards his son. The incident centred on an officer who had used profanity towards the youth and kicked him in the back after the youth and three friends took a selfie with the member's unattended police vehicle. Following a Police Act investigation, an appearance of misconduct was found in relation to the use of force on the youth. The matter proceeded to a pre-hearing conference, which is designed to determine whether a member is prepared to admit misconduct, and if so, what disciplinary or corrective measures they are willing to accept. As part of the pre-hearing conference process, the father made submissions expressing dissatisfaction with the outcome, as he felt the proposed discipline of a written reprimand for the officer didn't address his son's distrust of police, given the treatment he had received from the officer. The father proposed two additional measures: a face-to-face apology to his son from the officer, and direct engagement from the police department in the form of a "ride-along" or "behind-the-scenes" tour, which he believed would assist in validating the outcome of the investigation, underscore the importance of police accountability, and reshape the perception of law enforcement for his son.

## How the OPCC Helped: The OPCC Must Approve All Proposed Discipline

In considering approval of the proposed discipline, the OPCC encouraged the police department to undertake the restorative measures suggested by the complainant. The police department made arrangements in support of the approach. Once it was confirmed that the complainant and his family had toured the department, seen the police cars, and met with the officer for an apology, the OPCC approved the written reprimand and closed the case.

## Why It Matters

Restorative approaches put people first by bringing complainants and officers together to repair relationships and find a suitable resolution. The OPCC prioritizes this approach, where possible, as it has been shown to be a faster and more effective way of resolving concerns with certain types or situations and provides complainants with an opportunity to have a voice in how their complaints are addressed. It is also a beneficial tool in fixing fractured trust between police and community members.

42

of the 64 files concluded in the fiscal year with substantiated allegations, a Pre-Hearing Conference (PHC) was offered to members involved in **48** files—one or more members involved in 45 of these files accepted the PHC. Of these, the PCC accepted the proposed discipline for **42** files.

# Early Resolution: A People-Centred and Accountable Process

Early resolution processes offer another path that puts people first, where parties work together to find a meaningful resolution to their concerns or complaints. These processes focus on repairing relationships and help to rebuild trust with their police service. Formal investigations, on the other hand, focus on the collection of evidence where there is a legal burden of proof to establish a finding of misconduct. Early resolution has been shown to be a more effective way to address certain conduct-related concerns. It leads to quicker and more positive outcomes and provides a voice to complainants in how their concerns are addressed. The OPCC has prioritized two main processes to support early resolution: ‘Complaint Resolution’ and ‘Questions or Concerns’.

## Complaint Resolution

Every complaint deemed admissible is reviewed to determine if Complaint Resolution is suitable. Complainants have the option of noting their interest in this process on the complaint form or in a conversation with OPCC staff or the police investigator. Many complaints are suitable for this process, and participation is voluntary. Information about the process is explained by the OPCC, and we can facilitate access to supports to help complainants through the process. If parties are in agreement to proceed, the police investigator will work with the complainant to better understand their complaint and perspectives, with the goal of reaching a meaningful and accountable resolution with the police officer. Each resolution must be agreed to in writing.

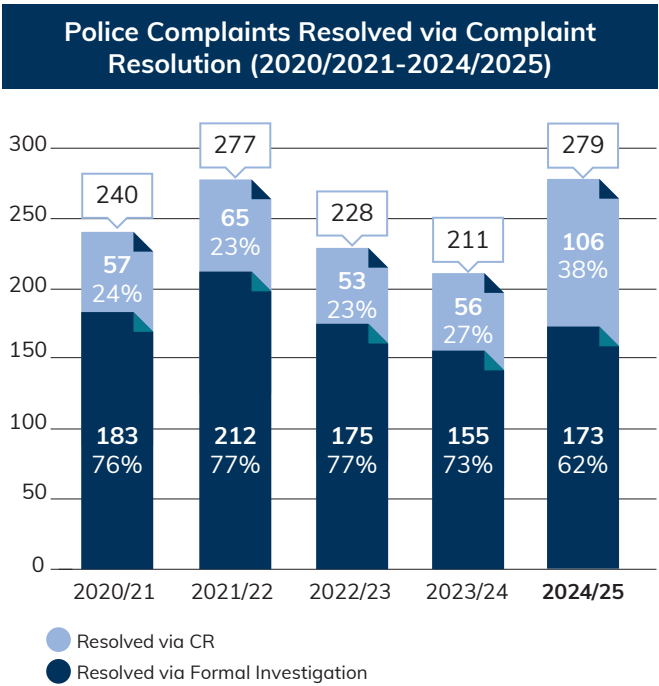
This process is overseen by the OPCC. We review every resolution and will contact each complainant to make sure they are satisfied with the outcome. Examples of resolutions include: apologies, an exchange of perspectives, enhanced learning, or additional training for the police officer. No two resolutions will look the same.

After hearing from both police and the public, we have learned that participating in Complaint Resolution empowers individuals to play an active role in resolving a conflict, resulting in open communication, restoration of trust, and resolutions that are effective and meaningful for all parties, while also ensuring accountability. Open and honest communication helps to break down barriers, repairs relationships, and strengthens bonds between police officers and the communities they serve.

## Questions or Concerns

The public may have a question, or a concern, about a member’s conduct that does not result in the formal filing of a complaint. This process allows for police agencies to

address those concerns quickly, answer any questions, and work together to find solutions. Police departments are required to record these incidents and forward them to the OPCC for review. In 2024/2025, 182 Questions or Concerns from the public were recorded, with many resulting in positive outcomes without the need to file a complaint.



- The OPCC concluded between 240 and 279 Admissible Police Complaint Files, per fiscal year, between 2020/2021 and 2024/2025.
- Compared to 2023/2024 when 211 Admissible Police Complaint Files were concluded, 279 were concluded in 2024/2025—an increase of 32%.
- Fifty six files were resolved via ADR in 2023/2024, compared to 106 in 2024/2025—an increase of 89%.

*"I'm really thankful. I feel that this has been good for every single person involved. Thank you very much, you and [the investigator] are very good at communicating. You are both very good at what you do, I hope that you do not stop, we need people like you."*



## What Complainants Say About Complaint Resolution

The feedback shown here is from OPCC complaint resolution files created during the period covered in this report. All identifying information has been removed.

### The Process Was Easy

"Everything was exceptionally good. I had no complaints at all. [The investigator] kept me up to date as the process went along. There were never any problems getting in touch with [them], or with [them] getting back to me."

"[The investigator] was very accommodating towards me, with respect to where and when we could meet. [They] provided me all of the options, and I feel that [they] really streamlined the process for me."

"[The investigator] was really fantastic to deal with. [They] genuinely seemed like [they] cared. The haste/speed with which [they] dealt with my complaint showed me that."

### Felt Understood

"[The investigator] was great, there was definitely times when I was juggling life, and [they] were busy, but [they] were willing to come and meet me in public, not in uniform. [They] bought me a cup of coffee, and asked me, about me. [They] were really professional, interested and it did not seem to be disingenuous. For me, that created a sense of trust."

"Honestly, I guess the first word that comes to mind—it was incredible. I found the experience to have been efficient/incredible. I have never gone through something like this before, I did not know what to expect. To be truthful, I did not even expect to get contacted. I felt that there were very open communications with you [the analyst] and [the investigator]. I felt heard, I felt understood, my issue was taken seriously. I truly felt understood and that I mattered."

*"I did not feel uncomfortable even when I was in the department. [They] made me feel like an equal, [they] treated me fairly, met me with focused care, and I felt respected and honored. [Their] body language was not snobby and [was] without condemnation. I felt that [they] were curious about learning more and gathering information [with respect to Indigenous culture]. It was healing for me on a different level, that [they] may not even have been aware of."*

### Positive and Accountable Outcomes

"Healing for me as an individual, being able to express myself, to be seen and to be heard was very positive. To have a police officer sit there and acknowledge how their actions had impacted me and apologize, I would give it an 8.5 out of 10."

"Thank you, I have dealt with a few bureaucratic issues throughout my life. I found the process to be very professional and easy to go through, despite the difficult topic. Thank you for having the process, it has been very professional and helpful for me."

*"I chose this way [complaint resolution] because I did not feel that it was necessary to have a formal investigation. I used to be really hesitant to talk to the police. I always felt like I was being judged. I did not feel that way talking to [the investigator]. It was actually really nice. I felt like I mattered. [They are] really in the right place [the Professional Standards Section]."*



# Recommendations

The OPCC has an overarching goal of preventing the recurrence of police misconduct that may have contributed to a complaint or an investigation and may make recommendations, often of a systemic nature, to more broadly prevent future possible misconduct.

The Commissioner can act on his ability to make recommendations to police boards on matters of policy and procedures, and to the Director of Police Services or the Minister of Public Safety and Solicitor General to examine legislative, training, cultural, or systemic issues.

In 2024/2025, the Commissioner made six recommendations to the Vancouver Police Board. These recommendations involve improvements to department policies and procedures.

The following pages summarize key recommendations, complaints, and outcomes.



## FINANCIAL POLICIES

# Recommendation to the Vancouver Police Board

## Review of financial and sole-source procurement policies

### Background

The OPCC received an anonymous complaint that was subsequently forwarded to the Vancouver Police Board's Service or Policy Complaint Review Committee for further review. The complaint raised concerns regarding the Vancouver Police Department's (VPD's) handling of an external review of its Human Resources section and an alleged conflict of interest on the part of the senior member who ordered the review and the individual hired to conduct the review. Additionally, the complaint highlighted concerns about the substantial resources allocated by the VPD in preparing a report related to the Surrey Police Transition.

In response, the Board arranged for an independent review to be conducted by the City of Vancouver's Auditor.

The review confirmed that the VPD's sole-source procurement policies were, and remain, consistent with the City of Vancouver's policies. The review also affirmed the adequacy of the criteria used for sole-source contracts. In addition, the Board examined billing invoices and supportive evidence to assess whether the practices followed complied with contract terms and financial policies.

The Board also initiated further actions, including referring updated VPD financial policies to its Finance and Risk Committee to review and ensure appropriate thresholds for payments are in place. This ensures that the policies have a clear threshold for potential write-offs to be identified and/or approved by the Board, and that there is appropriate monitoring or agency-to-agency agreements and correspondence.

The Board sent a concluding letter to the OPCC, but as it appeared there were still ongoing actions outlined in the letter, the OPCC declined to conclude the file until the Board is able to address the final outcome of any policy changes or updates.

### Recommendation

- That the Vancouver Police Board, prior to concluding its investigation into this matter, complete the ongoing actions described in its concluding letter which included a review of VPD's updated financial policies by the Board's Financial and Risk Committee and, when available, provide any updates or proposed changes to service or policy to the OPCC.

### Response to Recommendation

Following the service or policy review by the Board and subsequent recommendations made by the Commissioner, the Board advised they had made changes to the procurement policy.

### Next Steps

The OPCC is awaiting further clarity from the Board as it relates to outlining what specific changes were made to the procurement policy.



## MOTOR VEHICLE ACT INVESTIGATIONS

# Recommendation to the Vancouver Police Board

## Reviewing the VPD procedural manual for inconsistencies with the *Motor Vehicle Act (MVA)*

### Background

The OPCC received a complaint alleging insufficient documentation by a Vancouver Police Department (VPD) member regarding a minor motor vehicle incident they were involved in.

Following a review by the Vancouver Police Board's (the Board) Service or Policy Complaint Review Committee, it was determined that the complaint should be dismissed. The Board clarified that, under the BC Motor Vehicle Act, members are only required to submit a report to the Insurance Corporation of British Columbia (ICBC) when vehicle damage exceeds \$10,000 or if there is severe harm. Furthermore, the Board noted that damage below this threshold is considered minor, and there is no obligation for members to file a report. The Board determined that, in this instance, without evidence of damage exceeding the \$10,000 threshold, and without severe harm, there was no conflict between the VPD's Procedural Manual and the Motor Vehicle Act.

Upon review of the matter, the OPCC identified inconsistencies between the VPD's Procedural Manual and the Motor Vehicle Act. Specifically, the VPD's procedural manual did not include the requirement that members submit a written report to ICBC when damages exceed a specified amount.

### Recommendation

- Amend VPD Regulations & Procedures Manual 1.10.7 Motor Vehicle Collision Procedures to ensure reporting requirements comply with MVA section 249(1)(a); and
- Inform VPD members of the above-noted change.

### Response to Recommendation

The OPCC received correspondence from the Board advising that the VPD Regulations & Procedures Manual 1.10.7 Motor Vehicle Collision Procedures will be amended.

### Next Steps

The OPCC will continue to monitor for further developments from the Board as it relates to this matter.



## TRAFFIC CONTROL POLICIES

# Recommendation to the Vancouver Police Board

## Review of VPD's policies and protocols as they relate to special event planning with the city

### Background

The OPCC received a complaint regarding the way a Vancouver Police Department (VPD) member handled the management of traffic around a road closure when an individual was attempting to return to their residence. Although the complaint was deemed inadmissible for potential misconduct, it was considered suitable as a service or policy complaint, to be reviewed by the respective police board.

The Vancouver Police Board (the Board) reviewed the complaint and were of the view that the member's conduct could potentially constitute misconduct pursuant to section 77 of the Police Act. The Board concluded the matter, noting that no policy or procedural changes were required, and recommended that the VPD engage in a complaint resolution process with the complainant.

Upon review of the matter, the OPCC determined that the service or policy aspect of the complaint had not been addressed and issued recommendations to the Board.

### Recommendation

- Consider VPD policies, protocols and procedures as they relate to managing road closures for special events, including (but not limited to):
  - whether, and how, operational plans are produced and disseminated to VPD members;
  - the responsibilities of police officers in enforcing road closures for the City of Vancouver, including the provision of access to residents; and
- In light of the complainant's concerns, assess whether existing policies, protocols and procedures are adequate or whether changes are required.

### Response to Recommendation

The Board received information from the VPD outlining the background, legal authorities, and processes involved in planning and managing major city events, including road closures. The Board responded to the recommendations and noted the following relevant information:

- Robust planning is done in collaboration with the City of Vancouver and partner agencies in advance of an event, which includes a traffic and street closure plan.
- Designated vehicle entry and exit points are pre-established during road closures so that residents may access their residences during the closure period.
- The road closure information is distributed prior to the event through various channels from both the City of Vancouver and the VPD, including on mainstream media, social media, and digital signboards.
- Police have legal authority to close roads pursuant to the BC Motor Vehicle Act and City of Vancouver bylaws.
- Residents of the area were informed ahead of time of the restricted vehicle access during a specific time frame.

The Board also considered the complainant's suggestions for better managing displaced residents and expanding opportunities for public feedback. It was noted that the VPD would engage with the City of Vancouver's Film and Special Events (FASE) team to discuss the suggestions.

### Next Steps

The OPCC reviewed the response and will be taking no further action with respect to this matter.

## UNIFORM POLICY

# Recommendation to the Vancouver Police Board

## Unauthorized patches on member uniforms

### Background

The OPCC received a complaint regarding concerns with Vancouver Police Department (VPD) members wearing unauthorized patches with political connotations on their uniforms on two separate occasions, including while overseeing a political rally.

The complaint referenced the VPD's Uniform Policy, which states that "the use of any unauthorized patches by VPD members on their uniform is prohibited," along with a 2023 decision from the Vancouver Police Board (the Board) confirming that unauthorized patches violate the VPD Uniform Policy.

The complaint was simultaneously addressed through a misconduct investigation, while the Board's Service or Policy Complaint Review Committee conducted its review.

Following a review by the Board's Service or Policy Complaint Review Committee, it was determined that the complaint should be dismissed, as it was not considered a service or policy complaint.

Upon reviewing the matter, the OPCC determined that certain service or policy aspects of the complaint had not been addressed, particularly regarding the members' compliance with policy, and issued recommendations to the Board. Specifically, in the related misconduct investigation matter, retired judge the Honourable Wally Oppal, K.C. conducted a section 117 review and issued recommendations to the VPD concerning the members' compliance with policy that were not considered.

### Recommendation

- In response to Mr. Oppal's recommendation set out in his section 117 decision pertaining to OPCC File 2023-23655:
  - Use the Power DMS application to forthwith share applicable VPD uniform policies with all members;
  - Instruct all members, in clear and unambiguous terms, that VPD uniform policies prohibit the wearing of patches generally, and thin blue line patches specifically;
  - Require all members to confirm within a set time frame via electronic signature that they have reviewed and understand these policies;
- Consider taking any other action necessary to fully realize Mr. Oppal's recommendation and/or address the complaint.

### Response to Recommendation

Following the service or policy review by the Board and subsequent recommendations made by the Commissioner, the Board confirmed that VPD has taken steps to implement the recommendations. These steps include:

- Disseminated reminders internally via posted bulletins regarding the wholesale ban on all unauthorized patches on uniforms.
- Distributed a policy reminder to all sworn employees via Power DMS with a required sign-off, monitored for compliance.
- Delivered training on the implications of wearing unauthorized patches.
- Conducted annual briefings with all uniformed operations teams to specifically address the uniform policy and connotations around specific patches and symbols.

### Next Steps

The OPCC reviewed the response and will be taking no further action with respect to this matter.



## POLICE INTERACTIONS WITH VULNERABLE PERSONS

# Recommendation to the Vancouver Police Board

## Establishing written guidance governing police interactions with persons in vulnerable circumstances

### Background

The OPCC received a complaint regarding the Vancouver Police Department (VPD) evicting unhoused individuals from an encampment area during an extreme weather warning. The complaint noted that police dismantled homeless encampments prior to a snowstorm and failed to provide adequate alternative shelter.

Following a review by the Vancouver Police Board's (the Board's) Service or Policy Complaint Review Committee, it was determined that the complaint should be dismissed. The Board stated that the decampments were an initiative of the City of Vancouver, Attorney General, and the Ministry of Housing and that the VPD were present to maintain order and keep the peace.

In reviewing the Board's concluding letter, the OPCC considered that Provincial Policing Standards governing the Promotion of Unbiased Policing, which came into effect after the filing of the complaint, mandated the establishment of written departmental policy or guidance governing police interactions with persons in vulnerable circumstances, including persons living in public spaces. The OPCC noted that the Board had not indicated what actions had been taken by the VPD in relation to establishing the provincially required written policy or guidance. The OPCC additionally noted that the Provincial Policing Standards governing the Promotion of Unbiased Policing place a duty on the Board to ensure equitable policing and require the Board's policy on responding to Service or Policy complaints to consider whether the complaint alleges discriminatory policies or practices.

Furthermore, upon review of this file, the OPCC identified a prior Service or Policy complaint also related to decampments, for which recommendations to the Board had previously been provided in the 2023/2024 fiscal year but have not yet received a response. To ensure consistency between files, the OPCC issued similar recommendations to the Board in relation to this matter.

### Recommendation

- Consider and, if appropriate, assess previous recommendations, given on a similar OPCC complaint file, specifically: "In light of the Provincial Policing Standard Section 6 (Promotion of Unbiased Policing), consult with the Vancouver Police Department to identify specific actions or steps being taken as it relates to the establishment of written policy or guidance governing police interactions with persons in vulnerable circumstances, including persons living in public spaces as enumerated in BCPPS section 6.1.1(8), with specific attention to (f) – persons living in public spaces (e.g., persons relying on, or sleeping in public spaces)."

### Response to Recommendation

The Board received an additional report from the VPD on the matter. The Board responded to the recommendations and noted the following relevant information:

- The decampment was not an initiative that was led by the VPD
- The VPD was not involved in any dismantling and did act within its lawful means to provide public safety during that day
- Intensive work, community consultation, and public safety parameters are examined prior to any decampment taking place
- Effort has been made to establish relationships and provide community supports when bringing each encampment to a close
- The VPD has several policies which reflect their commitment to vulnerable members of the population
- The VPD acknowledges that social issues intersect with public safety concerns and recognize that it is incumbent upon the VPD to place focus on programs and initiatives that meet community requirements.

### Next Steps

At the time of publishing this recommendation, the VPD response remains under review by the OPCC.



## TRAFFIC NOISE BYLAW ENFORCEMENT

# Recommendation to the Vancouver Police Board

## Reviewing VPD's enforcement of traffic noise bylaws in the downtown area

### Background

The Vancouver Police Board (the Board) received a complaint from a resident expressing concern over ongoing traffic noise pollution and speeding in a specific downtown area, along with an apparent lack of enforcement by the Vancouver Police Department (VPD).

The Board reviewed the complaint and dismissed it, citing that the deployment of officers and resources falls outside their jurisdiction. It recommended that the complaint be directed to the VPD, noting that the City of Vancouver has a motor vehicle noise bylaw in place.

Upon reviewing the matter, the OPCC determined that certain service or policy aspects of the complaint had not been addressed, specifically regarding the assertion that the VPD does not conduct noise enforcement.

### Recommendation

- Obtain information from the VPD relating to its enforcement of the motor vehicle noise bylaw as well as traffic enforcement action in the area identified by the complainant; and
- In light of this information and the complainant's concerns, assess whether changes to service or policy are required.

### Response to Recommendation

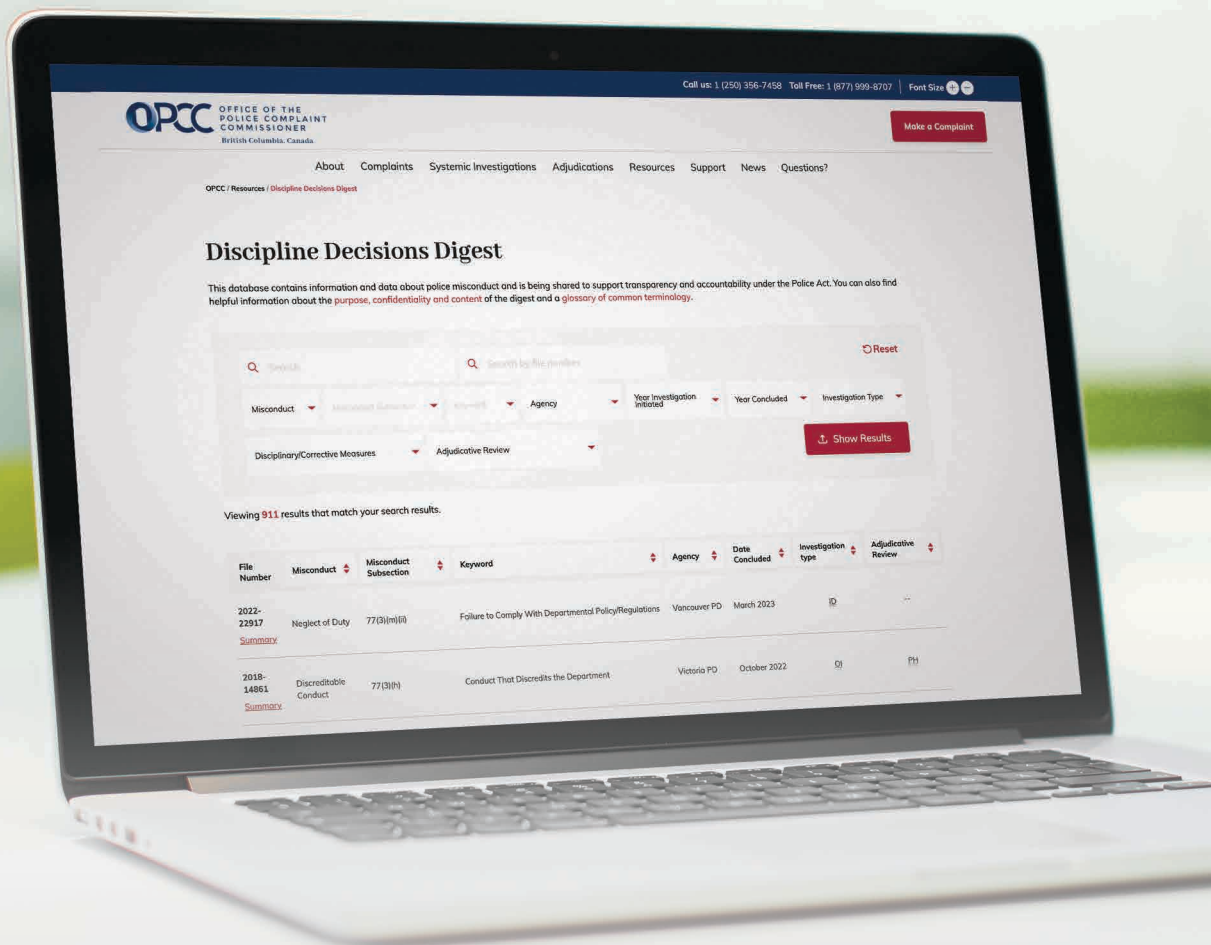
The Board directed the VPD produce a report with an analysis of the issues brought forward in the complaint. The report analysed the Motor Vehicle Act Regulations, City of Vancouver Motor Vehicle Noise and Emission Abatement By-Law, VPD 2022-2026 Strategic Plan, VPD 2024 Strategic Business Plan, as well as relevant statistics for the previous six years regarding Noise Tickets issued in the area of concern.

The findings confirmed there was no data to suggest the complainant's area of concern was statistically different from other main transportation routes in the city and that road safety is adequately incorporated into the VPD's strategic plan and Annual Business Plan and thus determined no changes to service or policy were required.

### Next Steps

The OPCC reviewed the response and will be taking no further action with respect to this matter.

# More of Our Story in Numbers

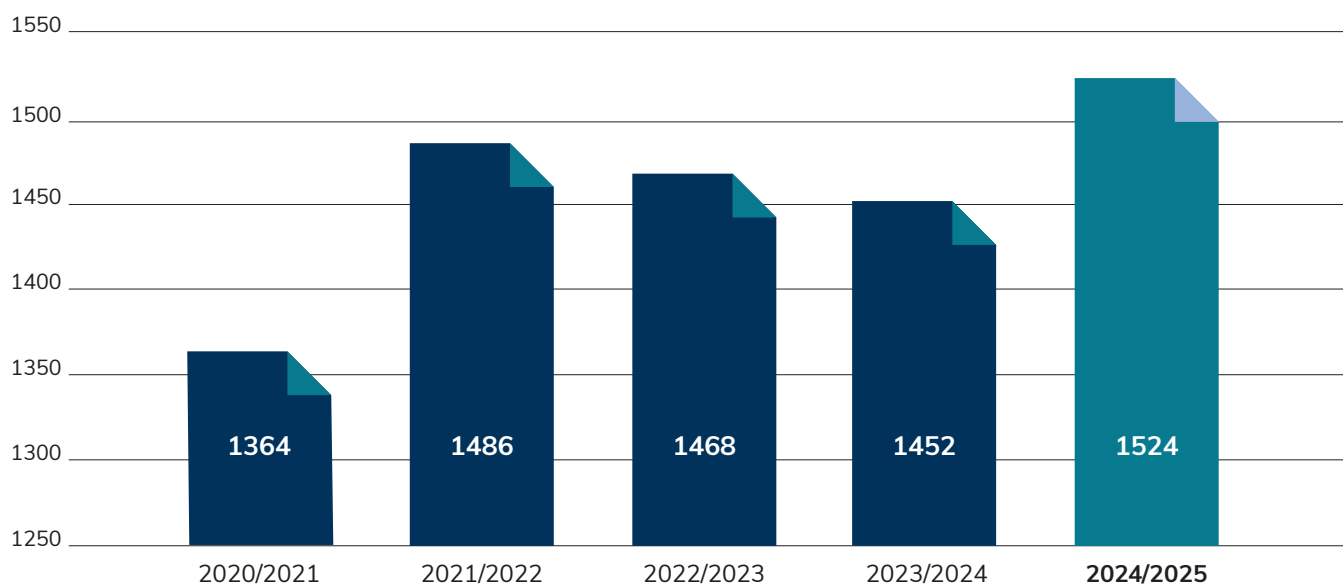


A new tool this reporting period is the launch of an online searchable database of substantiated allegations of misconduct and corresponding disciplinary measures. The Discipline Decisions Digest improves transparency and accessibility of disciplinary decisions resulting from the police complaint process. Members of the public and media can use the digest for informational purposes, and decision makers under the Police Act can use the digest to identify and review similar substantiated allegations of misconduct and corresponding disciplinary measures of interest when issuing their determinations and decisions.



[Discipline Decisions Digest](#)

## Files Opened in 2024/2025 Compared to Previous Years<sup>1</sup>



## Files Opened in 2024/2025 Compared to Previous Years: By File Type

|                                                 | 2020/2021   | 2021/2022   | 2022/2023   | 2023/2024   | 2024/2025   |
|-------------------------------------------------|-------------|-------------|-------------|-------------|-------------|
| Police Complaint                                | 584         | 729         | 701         | 682         | 814         |
| Ordered Investigation - Requested by Department | 41          | 38          | 55          | 46          | 41          |
| Ordered Investigation - Initiated by the PCC    | 21          | 18          | 15          | 22          | 29          |
| Serious Harm Investigation                      | 34          | 24          | 30          | 24          | 13          |
| Internal Discipline                             | 16          | 18          | 17          | 17          | 19          |
| Reportable Injury - No Investigation Initiated* | 407         | 391         | 407         | 404         | 356         |
| Monitor                                         | 62          | 63          | 106         | 80          | 44          |
| Service or Policy                               | 31          | 42          | 10          | 24          | 26          |
| Question or Concern                             | 168         | 163         | 127         | 153         | 182         |
| <b>Grand Total</b>                              | <b>1364</b> | <b>1486</b> | <b>1468</b> | <b>1452</b> | <b>1524</b> |

\*This count includes RI Files that had not proceeded to investigation by the time of publication. RI Files that proceeded to S.89 or S.93 investigations are included in the count for Serious Harm and Ordered Investigations.

<sup>1</sup> Data for this report was pulled from the OPCC's records management system, Resolve, on August 13, 2025 and is accurate and complete as of that date. Since the OPCC uses a dynamic, live database, the numbers presented in this report are subject to future revision. Further to this, the historical data presented in this report may also vary slightly from figures presented in previous OPCC reports due to changes in processing and reporting.

The OPCC operated in Resolve for the full fiscal year, for the first time, in 2024/2025. Due to differences between the old and new records management databases, the OPCC revised its approach to documenting and reporting on Reportable Injury Files. Specifically, the OPCC disaggregated Reportable Injury Files from Monitor Files in this year's report. While this had a modest impact on the overall file counts from previous fiscal years, the new approach was applied to historical data to ensure consistent comparisons across fiscal years.

## Files Opened in 2024/2025 Compared to Previous Years: By Department

| Department                           | 2020/2021   | 2021/2022   | 2022/2023   | 2023/2024   | 2024/2025   |
|--------------------------------------|-------------|-------------|-------------|-------------|-------------|
| Abbotsford Police Department         | 179         | 201         | 226         | 218         | 163         |
| Central Saanich Police Service       | 9           | 16          | 8           | 16          | 27          |
| Delta Police Department              | 65          | 63          | 62          | 61          | 59          |
| Metro Vancouver Transit Police       | 86          | 63          | 45          | 51          | 46          |
| Nelson Police Department             | 22          | 19          | 17          | 18          | 15          |
| New Westminster Police Department    | 71          | 63          | 52          | 43          | 48          |
| Oak Bay Police Department            | 12          | 11          | 5           | 3           | 8           |
| Organized Crime Agency of BC (CFSEU) | 1           | 4           | 3           | 1           | 3           |
| Port Moody Police Department         | 36          | 27          | 19          | 20          | 13          |
| Saanich Police Department            | 76          | 87          | 82          | 74          | 80          |
| Stl'atl'imx Tribal Police            | 8           | 6           | 8           | 13          | 1           |
| Surrey Police Service                | 0           | 12          | 61          | 156         | 185         |
| Vancouver Police Department          | 627         | 709         | 715         | 601         | 650         |
| Victoria Police Department           | 148         | 178         | 153         | 158         | 189         |
| West Vancouver Police Department     | 24          | 27          | 12          | 19          | 37          |
| <b>Total</b>                         | <b>1364</b> | <b>1486</b> | <b>1468</b> | <b>1452</b> | <b>1524</b> |

## Disaggregated Demographic Data

When a complaint is filed, complainants are provided the option to self-identify their age, gender, and racialized category. We acknowledge the importance of the “Grandmother’s Perspective” in all data collection, specifically that the collection of race-based data should be accompanied by processes focused on reducing systemic racism and achieving equality.<sup>2</sup> As the Province develops broader anti-racism legislation that builds on the new *Anti-Racism Data Act*,<sup>3</sup> and the OPCC gains additional data analytics capacity, we will be reviewing our practices relating to the collection, storage and disclosure of demographic information, especially race-based data, to ensure we adopt and maintain best practices.

<sup>2</sup> Disaggregated demographic data collection in British Columbia: The Grandmother Perspective, 2020, British Columbia’s Office of the Human Rights Commissioner. <https://bchumanrights.ca/publications/datacollection/>

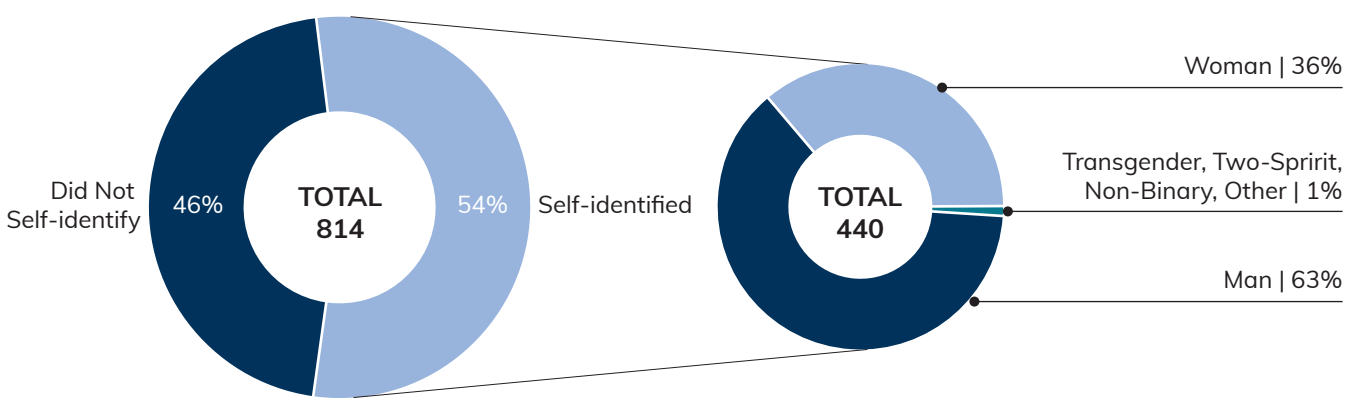
<sup>3</sup> Government of British Columbia. Anti-racism legislation. <https://engage.gov.bc.ca/antiracism/>

# Files Opened in 2024/2025: By Department and File Type

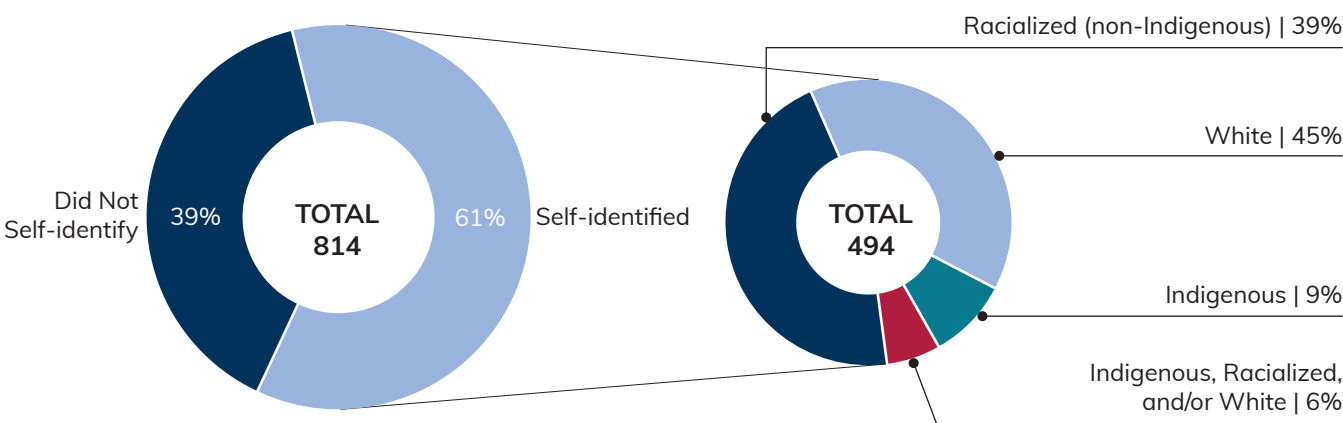
|                                      | Police Complaint | Ordered Investigation Requested by Department | Ordered Investigation Initiated by the PCC | Serious Harm Investigation | Internal Discipline | Reportable Injury - No Investigation Initiated* | Monitor   | Service or Policy | Question or Concern | Total       |
|--------------------------------------|------------------|-----------------------------------------------|--------------------------------------------|----------------------------|---------------------|-------------------------------------------------|-----------|-------------------|---------------------|-------------|
| Abbotsford Police Department         | 67               | 0                                             | 4                                          | 2                          | 0                   | 66                                              | 1         | 0                 | 23                  | 163         |
| Central Saanich Police Service       | 13               | 1                                             | 1                                          | 0                          | 1                   | 5                                               | 2         | 0                 | 4                   | 27          |
| Delta Police Department              | 27               | 2                                             | 1                                          | 0                          | 2                   | 11                                              | 2         | 0                 | 14                  | 59          |
| Metro Vancouver Transit Police       | 31               | 3                                             | 1                                          | 0                          | 3                   | 3                                               | 1         | 0                 | 4                   | 46          |
| Nelson Police Department             | 10               | 2                                             | 0                                          | 0                          | 0                   | 1                                               | 0         | 1                 | 1                   | 15          |
| New Westminster Police Department    | 17               | 2                                             | 0                                          | 0                          | 0                   | 18                                              | 6         | 0                 | 5                   | 48          |
| Oak Bay Police Department            | 3                | 1                                             | 0                                          | 0                          | 0                   | 1                                               | 1         | 0                 | 2                   | 8           |
| Organized Crime Agency of BC (CFSEU) | 0                | 1                                             | 0                                          | 1                          | 0                   | 0                                               | 1         | 0                 | 0                   | 3           |
| Port Moody Police Department         | 4                | 1                                             | 0                                          | 0                          | 0                   | 6                                               | 1         | 0                 | 1                   | 13          |
| Saanich Police Department            | 36               | 1                                             | 1                                          | 0                          | 1                   | 12                                              | 1         | 1                 | 27                  | 80          |
| Stl'atl'imx Tribal Police            | 1                | 0                                             | 0                                          | 0                          | 0                   | 0                                               | 0         | 0                 | 0                   | 1           |
| Surrey Police Service                | 94               | 8                                             | 5                                          | 1                          | 2                   | 55                                              | 5         | 4                 | 11                  | 185         |
| Vancouver Police Department          | 391              | 12                                            | 12                                         | 8                          | 9                   | 107                                             | 19        | 20                | 72                  | 650         |
| Victoria Police Department           | 97               | 6                                             | 3                                          | 1                          | 0                   | 65                                              | 3         | 0                 | 14                  | 189         |
| West Vancouver Police Department     | 23               | 1                                             | 1                                          | 0                          | 1                   | 6                                               | 1         | 0                 | 4                   | 37          |
| <b>Total</b>                         | <b>814</b>       | <b>41</b>                                     | <b>29</b>                                  | <b>13</b>                  | <b>19</b>           | <b>356</b>                                      | <b>44</b> | <b>26</b>         | <b>182</b>          | <b>1524</b> |

\*This count includes RI Files that had not proceeded to investigation by the time of publication. RI Files that proceeded to S.89 or S.93 investigations are included in the count for Serious Harm and Ordered Investigations.

# Police Complaints Opened in 2024/2025: By Gender

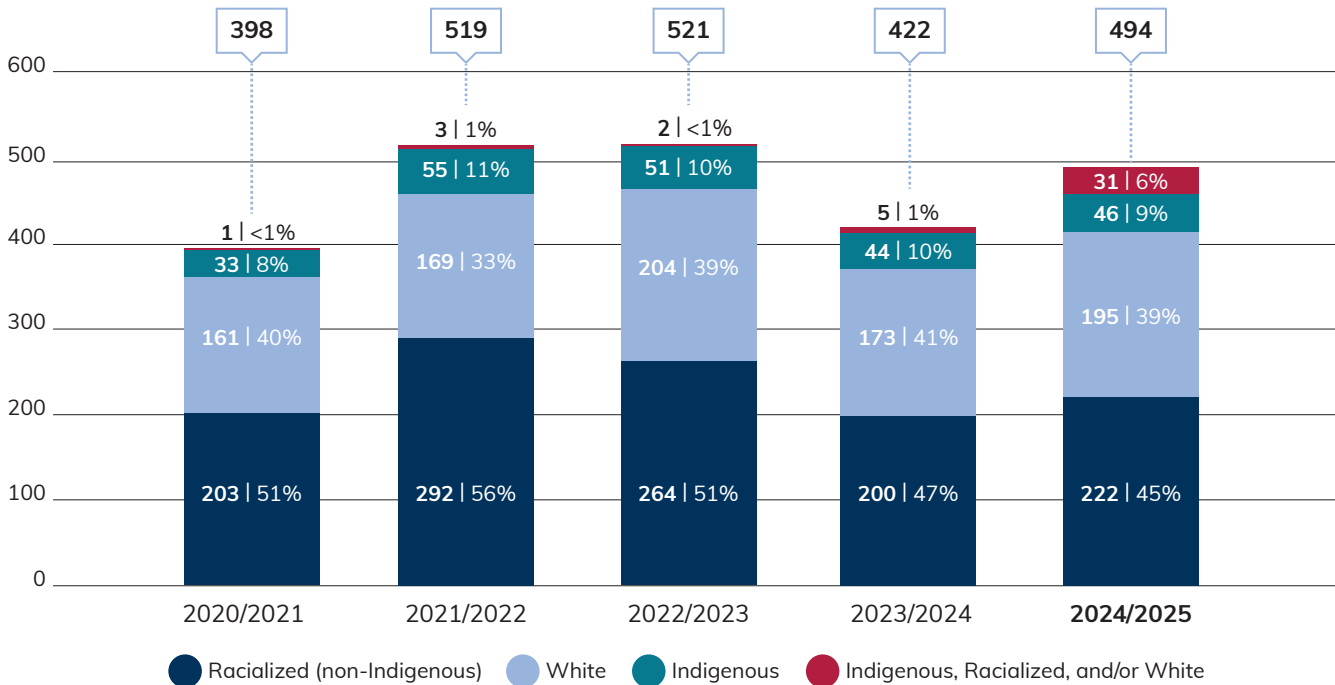


# Police Complaint Files Opened in 2024/2025: By Racial Category\*



\*Throughout this report, the Racialized (non-Indigenous) Group includes individuals who self-identified as having Black, Latino, Asian, Middle-Eastern, and/or South Asian ancestry. The Indigenous Group includes individuals who self-identified as having First Nations, Inuit, Inuk, and/or Métis ancestry. The White Group includes individuals who self-identified as being White/having European ancestry. The Indigenous, Racialized, and/or White Group includes individuals who self-identified as having Indigenous and White ancestries, Racialized and White ancestries, or Indigenous, Racialized, and White ancestries. Due to small counts, these findings are currently reported at the aggregate level to protect privacy.

## Police Complaints Opened in 2024/2025, Compared to Previous Years: By Racial Category\*



\*This figure does not include files with missing racial data for all fiscal years shown and should therefore be interpreted with caution.

## Police Complaint Files Opened in 2024/2025: By Method of Filing a Complaint and Racial Category\*

|                                                               | White      |             | Indigenous, Racialized, and/or White |             | Indigenous |             | Racialized (Non-Indigenous) |             |
|---------------------------------------------------------------|------------|-------------|--------------------------------------|-------------|------------|-------------|-----------------------------|-------------|
| OPCC - Online                                                 | 123        | 55%         | 19                                   | 61%         | 19         | 41%         | 113                         | 58%         |
| OPCC - Phone                                                  | 44         | 20%         | 4                                    | 13%         | 17         | 37%         | 38                          | 19%         |
| OPCC - Mail/Fax/Email                                         | 29         | 13%         | 6                                    | 19%         | 5          | 11%         | 27                          | 14%         |
| OPCC - Question/Concern, or Walk-in                           | 2          | 1%          | 0                                    | <1%         | 0          | <1%         | 0                           | <1%         |
| Police Department, Police Board, or Police - Question/Concern | 20         | 9%          | 1                                    | 3%          | 3          | 7%          | 15                          | 8%          |
| Referred by Other Agency                                      | 4          | 2%          | 1                                    | 3%          | 2          | 4%          | 2                           | 1%          |
| <b>Total</b>                                                  | <b>222</b> | <b>100%</b> | <b>31</b>                            | <b>100%</b> | <b>46</b>  | <b>100%</b> | <b>195</b>                  | <b>100%</b> |

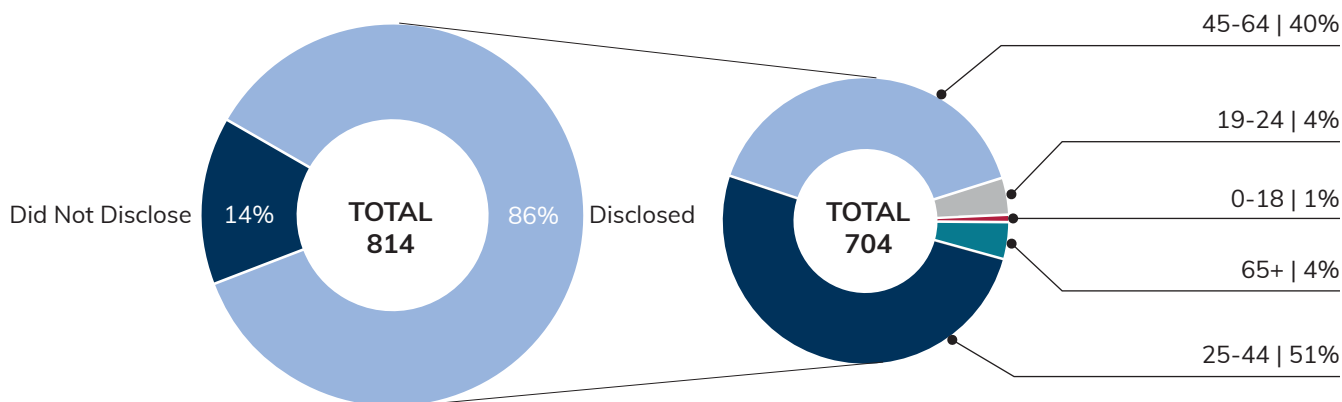
\*This figure does not include 320 files with missing racial data and should be interpreted with caution.

## Admissible Police Complaints Opened in 2024/2025: Allegations By Misconduct Type\*

|                                    | White      |             | Indigenous, Racialized, and/or White |             | Indigenous |             | Racialized (Non-Indigenous) |             |
|------------------------------------|------------|-------------|--------------------------------------|-------------|------------|-------------|-----------------------------|-------------|
| Abuse of Authority                 | 79         | 58%         | 17                                   | 55%         | 18         | 47%         | 81                          | 62%         |
| Damage to Property of Others       | 1          | 1%          | –                                    | –           | –          | –           | 2                           | 2%          |
| Discreditable Conduct              | 13         | 9%          | 2                                    | 6%          | 1          | 3%          | 5                           | 4%          |
| Neglect of Duty                    | 20         | 15%         | 5                                    | 16%         | 12         | 32%         | 29                          | 22%         |
| Corrupt Practice                   | 2          | 1%          | –                                    | –           | –          | –           | –                           | –           |
| Discourtesy                        | 21         | 15%         | 7                                    | 23%         | 5          | 13%         | 13                          | 10%         |
| Improper Disclosure of Information | 1          | 1%          | –                                    | –           | 2          | 5%          | –                           | –           |
| <b>Total</b>                       | <b>137</b> | <b>100%</b> | <b>31</b>                            | <b>100%</b> | <b>38</b>  | <b>100%</b> | <b>130</b>                  | <b>100%</b> |

\*This figure does not include 184 allegations with missing racial data and should be interpreted with caution.

# Police Complaints Opened in 2024/2025: By Age

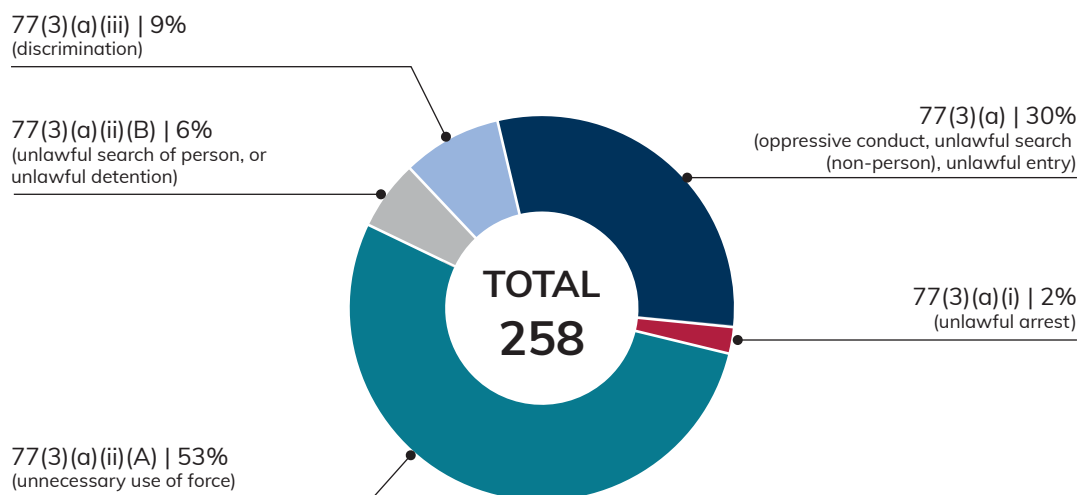


# Allegations of Misconduct Forwarded to Investigation in 2024/2025

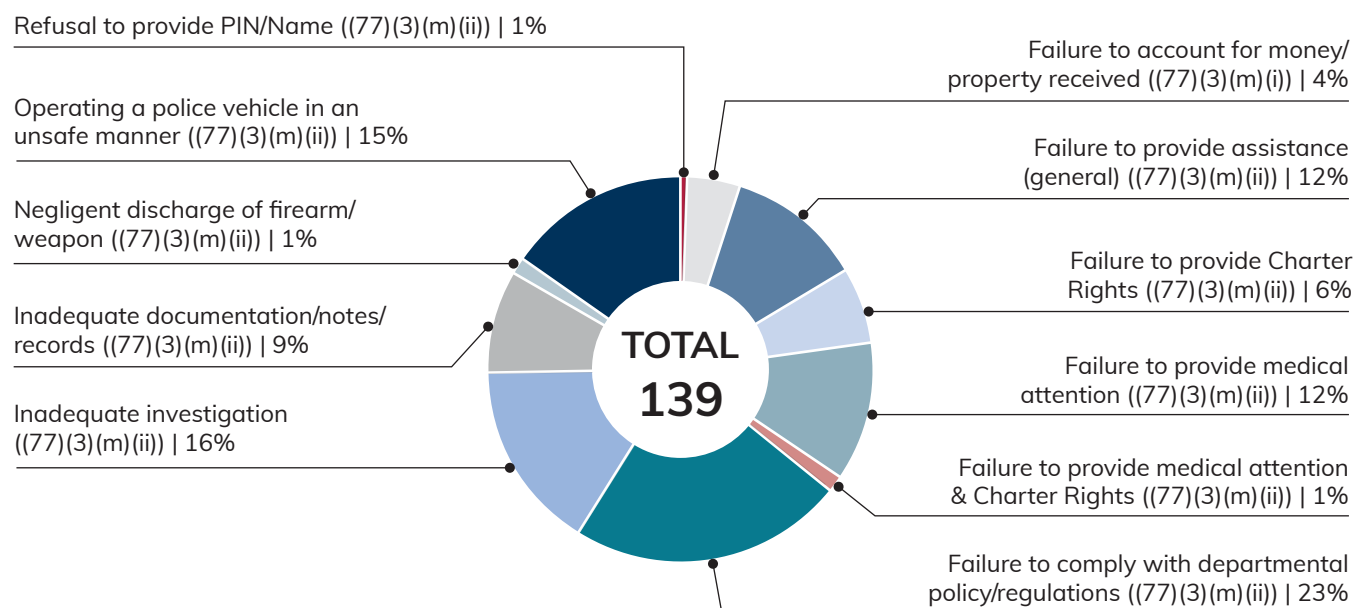
A single Police Complaint or Ordered Investigation may contain more than one allegation of misconduct.

|                                    |           |
|------------------------------------|-----------|
| Abuse of Authority                 | 258(46%)  |
| Neglect of Duty                    | 139 (25%) |
| Discreditable Conduct              | 86 (15%)  |
| Discourtesy                        | 49 (9%)   |
| Corrupt Practice                   | 12 (2%)   |
| Improper Disclosure of Information | 6 (1%)    |
| Damage to Property of Others       | 5 (1%)    |
| Deceit                             | 4 (1%)    |
| Improper Use or Care of Firearms   | 1 (<1%)   |
| Misuse of Intoxicants              | 1 (<1%)   |
| Accessory to Misconduct            | 0         |
| Damage to Police Property          | 0         |
| Improper Off-Duty Conduct          | 0         |
| Public Trust Offence               | 0         |

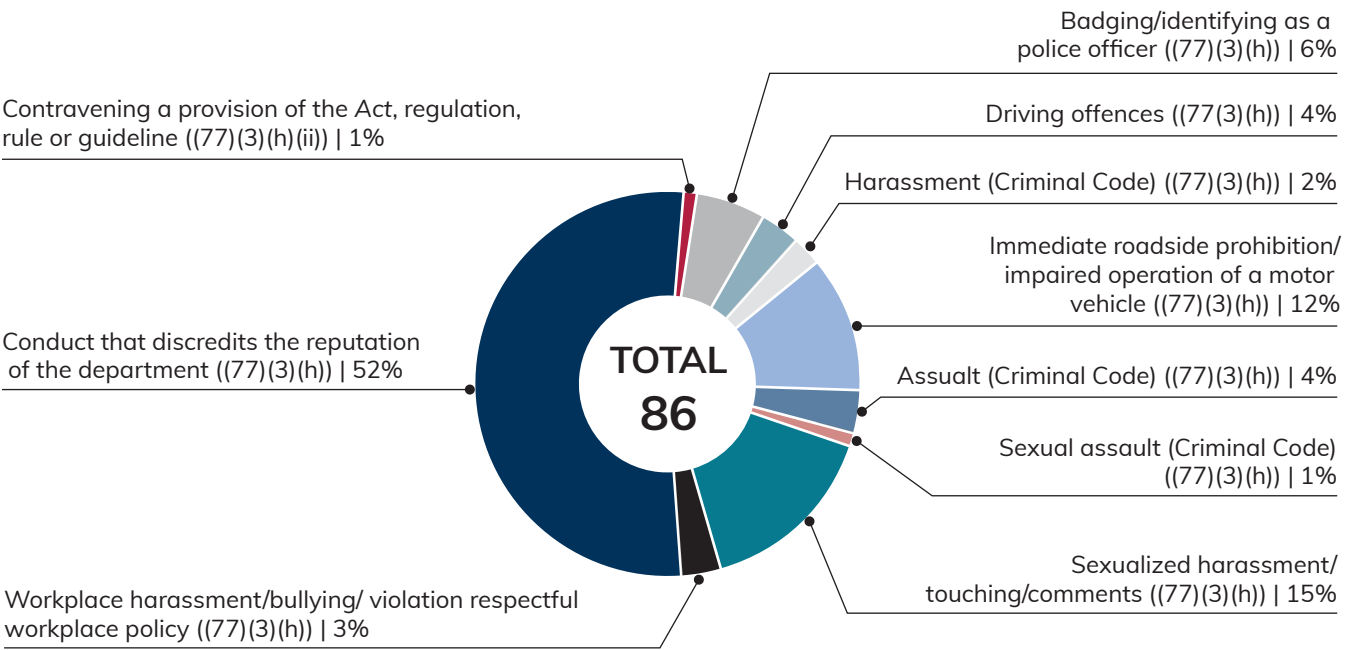
## Abuse of Authority Allegations Forwarded to Investigation in 2024/2025: By Subsection



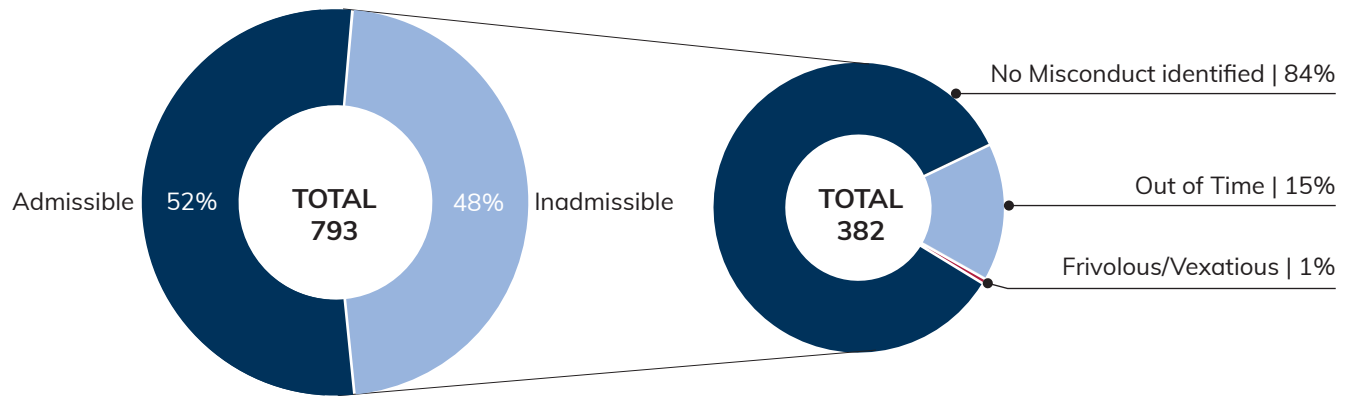
## Neglect of Duty Allegations Forwarded to Investigation in 2024/2025: By Keyword



# Discreditable Conduct Allegations Forwarded to Investigation in 2024/2025: By Keyword

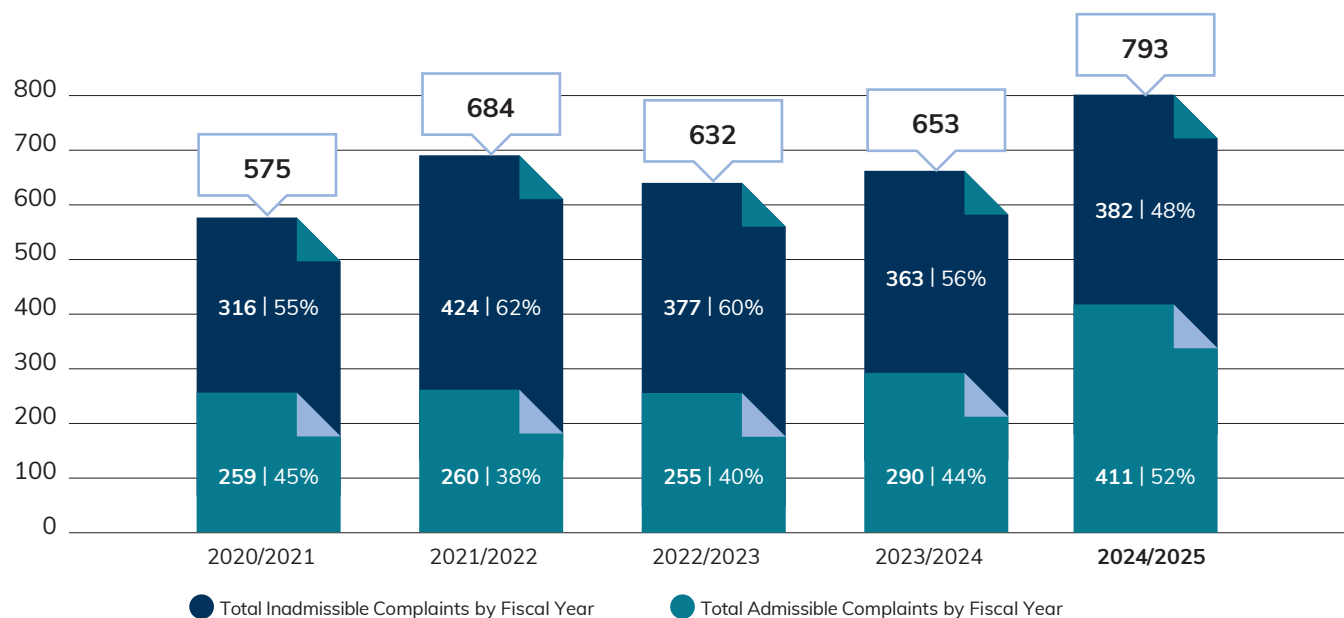


# Registered Complaint Files Opened in 2024/2025: Admissibility Assessments\*



\*The total number for the large pie excludes 5 files pending admissibility, and 16 files that were withdrawn prior to an admissibility determination.

## Police Complaints Opened in 2024/2025 Compared to Previous Years: Admissibility Assessments



The average admissibility rate for the past five years is 44 percent. The majority of complaints deemed inadmissible are typically because the complainant has not identified an allegation of misconduct as set out in the Police Act. Once the OPCC has determined that a complaint is admissible, the police department chosen by the Commissioner must investigate the allegations contained in the complaint. The number of complaints admitted and investigated have remained static over the past three years.

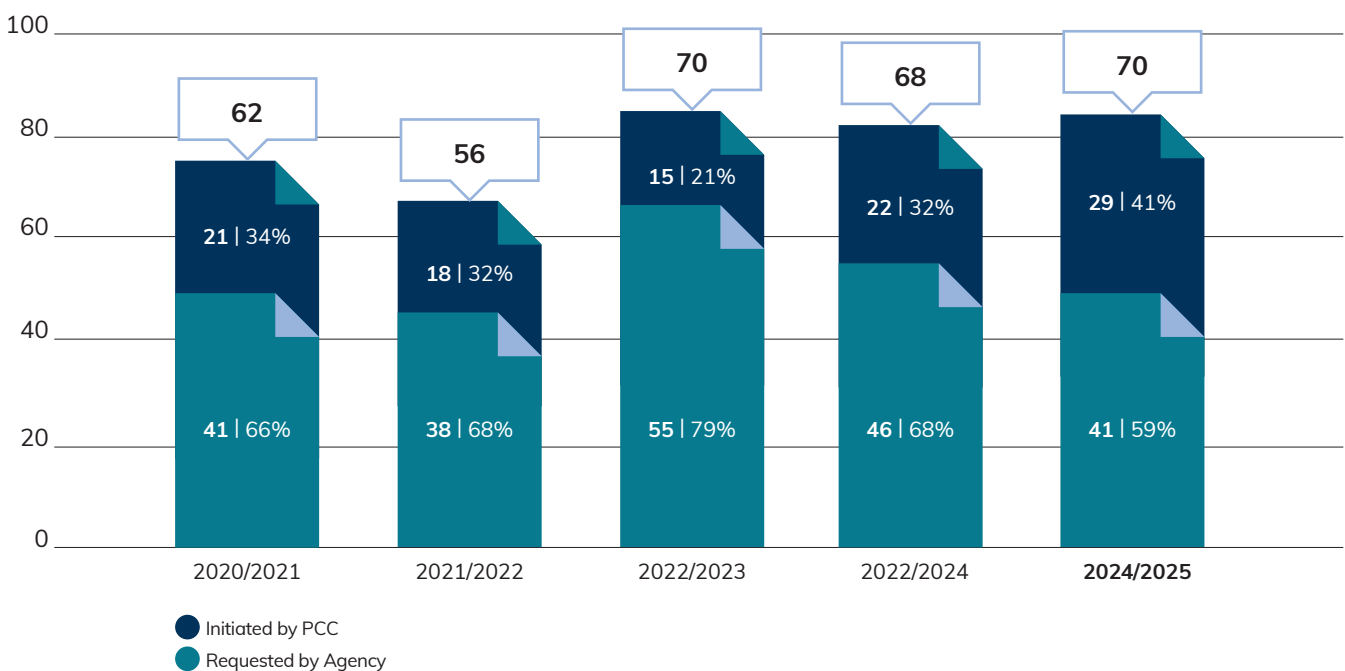
## Dispositions of Admissible Police Complaints in 2024/2025 Compared to Previous Years

|                                         | 2020/2021  | 2021/2022  | 2022/2023  | 2023/2024  | 2024/2025  |
|-----------------------------------------|------------|------------|------------|------------|------------|
| <b>Total Police Complaints Received</b> | <b>584</b> | <b>729</b> | <b>701</b> | <b>682</b> | <b>814</b> |
| Total 'Admissible' Complaints           | 259        | 260        | 255        | 290        | 411        |
| – Forwarded to DA*                      | 165        | 133        | 126        | 114        | 34         |
| – Complaint Resolution/Mediated         | 53         | 70         | 58         | 85         | 98         |
| – Withdrawn                             | 19         | 29         | 23         | 26         | 30         |
| – Discontinued                          | 20         | 20         | 25         | 17         | 18         |
| – Added to Another Investigation**      | 2          | 6          | 12         | 9          | 2          |
| Concluded                               | 259        | 258        | 244        | 251        | 182        |
| <b>Still Open</b>                       | <b>0</b>   | <b>2</b>   | <b>11</b>  | <b>39</b>  | <b>229</b> |

\*In the first instance and after an investigation is conducted by the police under OPCC oversight, senior police officers (Chief Constables or their delegates) sit as "Discipline Authorities" and make decisions as to whether or not misconduct has occurred.

\*\*Third party complaints may be closed and added to another investigation concerning the same incident.

# Ordered Investigation Files Opened in 2024/2025 Compared to Previous Years



The Police Complaint Commissioner can initiate an investigation in the absence of a complaint from the public. A total of 29 investigations were independently ordered by the OPCC during the 2024/2025 period covered in this report.

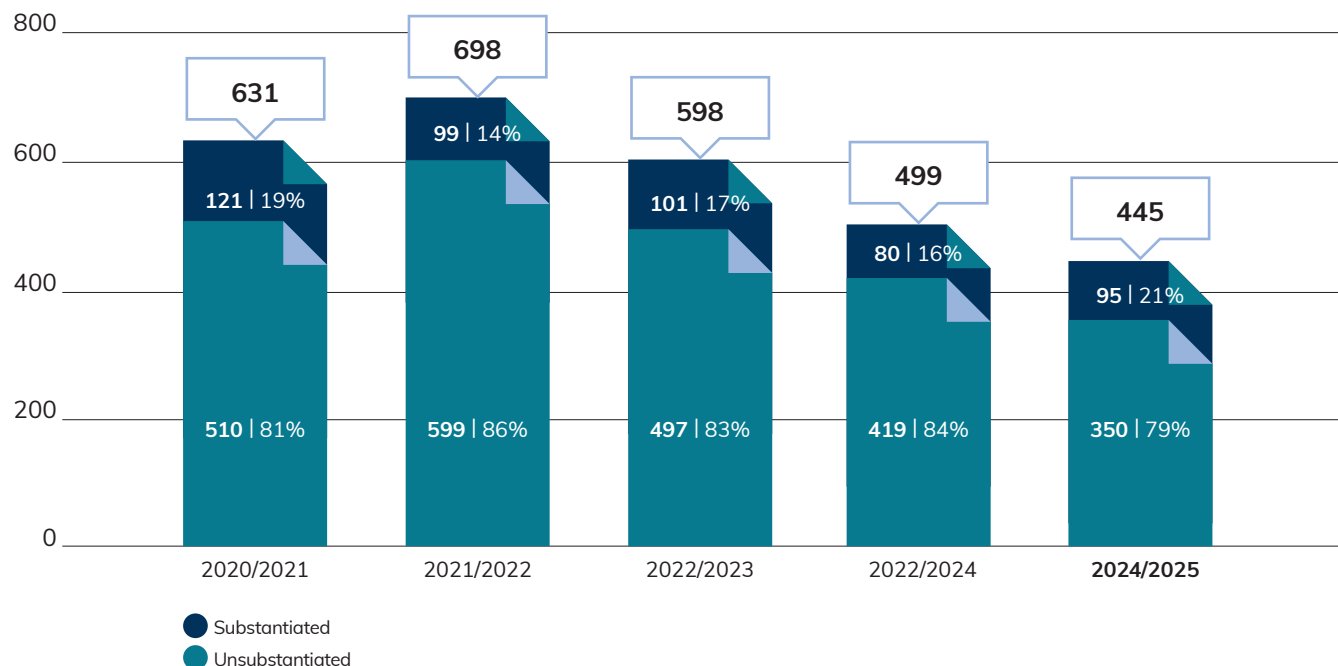
# Dispositions of Ordered Investigations in 2024/2025 Compared to Previous Years

|                                               | 2020/2021 | 2021/2022 | 2022/2023 | 2023/2024 | 2024/2025 |
|-----------------------------------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Total Number of Ordered Investigations</b> | 62        | 56        | 70        | 68        | 70        |
| – Forwarded to DA*                            | 58        | 52        | 57        | 43        | 5         |
| – Discontinued                                | 3         | 0         | 1         | 0         | 1         |
| – Added to Another Investigation**            | 0         | 1         | 0         | 2         | 0         |
| Concluded                                     | 61        | 53        | 58        | 45        | 6         |
| Still Open                                    | 1         | 3         | 12        | 23        | 64        |

\*In the first instance and after an investigation is conducted by the police under OPCC oversight, senior police officers (Chief Constables or their delegates) sit as "Discipline Authorities" and make decisions as to whether or not misconduct has occurred.

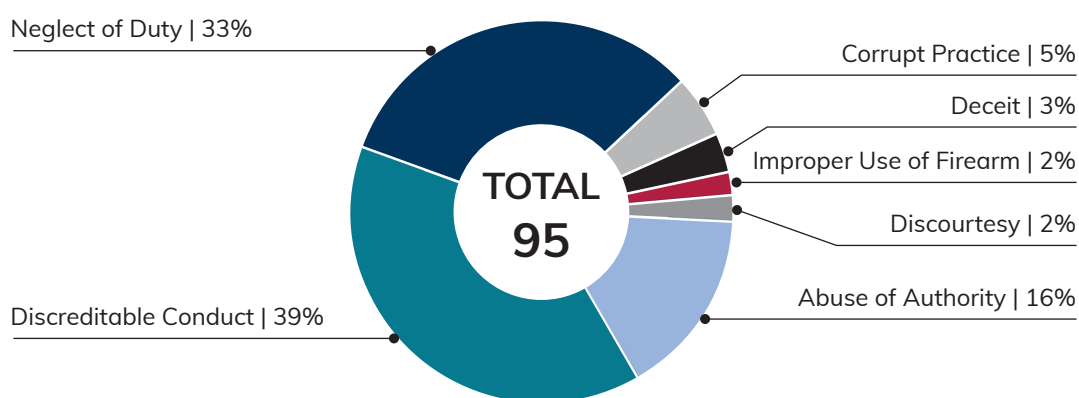
\*\*Ordered investigations may be closed and added to another Investigation concerning the same incident.

## Allegations in Files that were Concluded in 2024/2025 Compared to Previous Years



Each admissible Police Complaint, Ordered Investigation, Serious Harm Notification, or Internal Discipline file will contain at least one allegation of misconduct. Following the completion of the investigation, a Discipline Authority (senior police officer or retired judge) is required to make a determination whether it appears that the police officer committed misconduct. If there is such appearance, the matter will move to a formal Discipline Proceeding for decision.

## Substantiated Allegations in 2024/2025: By Misconduct Type



## Reportable Injury Notifications and Use of Force Type or Cause of Injury

|                                              | 2020/2021  | 2021/2022  | 2022/2023  | 2023/2024  | 2024/2025  |
|----------------------------------------------|------------|------------|------------|------------|------------|
| <b>Total Notifications</b>                   | <b>452</b> | <b>427</b> | <b>446</b> | <b>443</b> | <b>388</b> |
| <b>Total Uses of Force/ Causes of Injury</b> | <b>688</b> | <b>572</b> | <b>542</b> | <b>596</b> | <b>505</b> |
| <b>– Uses of Force:</b>                      | <b>529</b> | <b>420</b> | <b>382</b> | <b>450</b> | <b>395</b> |
| – Extended Range Impact Weapon*              | 125        | 97         | 118        | 151        | 95         |
| – CEW (Taser)                                | 62         | 74         | 61         | 66         | 54         |
| – OC Spray                                   | 25         | 22         | 17         | 21         | 15         |
| – Baton                                      | 11         | 6          | 6          | 6          | 4          |
| – Specialty Munitions/Other**                | 0          | 1          | 0          | 0          | 14         |
| – Strikes, Punches, Kicks, Takedowns         | 163        | 90         | 47         | 98         | 105        |
| – Dog Bite                                   | 98         | 97         | 92         | 73         | 73         |
| – Motor Vehicle Incident                     | 38         | 31         | 33         | 27         | 29         |
| – Firearm                                    | 7          | 2          | 8          | 8          | 4          |
| – Vascular Neck Restraint                    | 0          | 0          | 0          | 0          | 2          |
| <b>-Non-Use of Force:</b>                    | <b>92</b>  | <b>75</b>  | <b>69</b>  | <b>88</b>  | <b>98</b>  |
| – Self-Inflicted                             | 74         | 65         | 58         | 71         | 63         |
| – Medical                                    | -          | -          | -          | -          | 28         |
| – Pre-Existing Condition                     | 18         | 10         | 11         | 17         | 7          |
| <b>– Other***</b>                            | <b>67</b>  | <b>77</b>  | <b>91</b>  | <b>58</b>  | <b>12</b>  |

\*e.g. Bean bag shotgun, Arwen

\*\*e.g. Tear gas, Distraction devices designed for crowd dispersal

\*\*\*Prior to 2024/2025, the “other” category captured incidents in which the primary cause of harm or death did not align with any of the other categories (e.g. soft physical control, weapon of opportunity, medical incidents). In 2024/2025 however, the OPCC updated these categories, and created a new ‘medical’ category to account for injuries or death due to heart-attack, seizure, loss of consciousness, withdrawal, overdose, etc. As a result of these updates, the count in the “other” category is much lower in 2024/2025, compared to previous fiscal years.

## Investigations Initiated Following Reportable Injury Notification

|                                         | 2020/2021 | 2021/2022 | 2022/2023 | 2023/2024 | 2024/2025 |
|-----------------------------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Total Investigations</b>             | <b>61</b> | <b>41</b> | <b>55</b> | <b>51</b> | <b>49</b> |
| – Serious Harm Investigation            | 34        | 24        | 30        | 24        | 13        |
| – Ordered Investigation - By PCC        | 8         | 8         | 7         | 10        | 18        |
| – Ordered Investigation - By Department | 2         | 4         | 2         | 3         | 1         |
| – Police Complaint                      | 17        | 5         | 16        | 12        | 17        |
| – Internal Discipline                   | 0         | 0         | 0         | 2         | 0         |

## Adjudicative Reviews (past five years)

|                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Appointment of a New Discipline Authority [S.117]</b>           | If, following an investigation, the Discipline Authority determines that the conduct of the officer did not constitute misconduct, and the Commissioner believes there is a reasonable basis to believe the decision is incorrect, the Commissioner may appoint a retired judge to review the matter.                                                                                                                                                                                                                                                                  |
| <b>Review on the Record [S.141]</b>                                | Following a discipline proceeding, the Commissioner has the discretion to order a review of the proceeding where there is a reasonable basis to believe that the decision of the Discipline Authority is incorrect, or it is in the public interest to review the matter. Reviews on the Record are conducted by retired judges and are primarily a review of evidence and records of the file, including any submissions.                                                                                                                                             |
| <b>Public Hearing [S.143]</b>                                      | Public Hearings remain an option for the Commissioner if he believes such a review of a Police Act matter is required in the public interest. Public Hearings are conducted by retired judges, are open to the public and evidence is presented under oath. Public Hearings can now be ordered earlier in the process.                                                                                                                                                                                                                                                 |
| <b>Designation of Discipline Authority [S.135 public interest]</b> | Discipline Authorities are typically senior police officers who are tasked with reviewing investigations and determining whether police committed misconduct in the first instance. Legislative changes made in April 2024 provide the Commissioner with the authority to appoint a retired judge sooner in the complaints process if it is considered to be in the public interest. Public interest considerations may include the nature and seriousness of the allegations under investigation, the complexity of the matter, or potential conflicts of interests.* |

\*Previously, the Commissioner could only appoint a retired judge after a decision had been made by the Discipline Authority if he disagreed with the finding of no misconduct.

|                                                             | 2020/21   | 2021/22   | 2022/23   | 2023/24   | 2024/25   |
|-------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|
| Appointment of Retired Judge (S.117)                        | 9         | 16        | 12        | 12        | 13        |
| Review on the Record (S.141)                                | 4         | 1         | 4         | 2         | 4         |
| Public Hearing (S.143)                                      | 0         | 0         | 0         | 1         | 2         |
| Designation of Discipline Authority (S.135 public interest) | -         | -         | -         | -         | 8         |
| <b>Total</b>                                                | <b>13</b> | <b>17</b> | <b>16</b> | <b>15</b> | <b>27</b> |



The OPCC posts information on the website about Public Hearings and Reviews on the Record, including the time and place of hearings that will take place in current ongoing matters. All Public Hearings and Reviews on the Record are open to the public, unless an adjudicator directs otherwise.



# Staffing and Budget

The Commissioner makes it a priority to maintain the important balance between the civilian nature of the Office and the expertise staff need to possess to do their work effectively. Intensive training, both in-house and external, is provided to staff to advance this goal. Senior leadership at the OPCC all have civilian backgrounds. During the reporting period, the office had 48 staff, including 16 investigative analysts directly involved in the oversight of misconduct investigations, with the majority also having civilian backgrounds.

There are also 32 corporate shared services staff who support the OPCC and three other Independent Offices of the Legislature, providing finance, payroll, administration, facilities, human resources, and information technology support.

## Professional Development

In 2024/2025, OPCC staff participated in several training sessions, including an orientation at the Regional Municipal Training Centre\* in Delta. Topics highlighted included use of force and police training, weapons and equipment, as well as the simulator that provides police the opportunity to gain experience in decision making during potential use-of-force incidents. Staff also visited the Vancouver Police Department (VPD) for a presentation on their body-worn camera (BWC) pilot project, including basic functions and features and the future of BWC for VPD. There was also a training day for staff at the Justice Institute of BC's (JIBC's) Police Academy in New Westminster to learn more about the JIBC's police recruit training program. Some staff also participated in police "ride-alongs" throughout the year in Delta, Saanich, Vancouver, and Victoria.

In addition, our all-staff professional development day themes included systemic investigations and learning from the Office of the Human Rights Commissioner on their experience. We also held panel discussions with professional standards section staff from Victoria, Saanich, Surrey, Delta, and Vancouver police departments, police legal counsel and police union representatives from Vancouver and Victoria, as well as a retired Chief Constable from the New Westminster Police Department and the Chief Officer of the Metro Vancouver Transit Police.

Workshops on Indigenous Cultural Safety and Humility, the Accessible BC Act, building effective teams, and the OPCC's respectful workplace policy were organized. In addition, interested staff also attended training sessions with the Canadian Mental Health Association on mental health and psychological safety in the workplace.

We also welcomed guest speakers at various staff learning sessions including experts on the Independent Investigations Office, trauma-informed interview training, deceit/neglect of duty investigations, and accuracy of member statements.

\*The Regional Municipal Training Centre is available to Delta Police, Port Moody Police, Metro Vancouver Transit Police, and West Vancouver Police.



## Staff Engagement

In April 2024, the OPCC all-staff workplace survey was conducted followed by an all-staff session in June to review the survey's results and identify actions to enhance workplace engagement. A volunteer engagement action planning team was established to keep the momentum going and bring forward recommended changes to ensure a positive work environment and culture.

## Our Finances

Each Fall, the OPCC is required to present to the Select Standing Committee on Finance and Government Services our budgetary needs. The table below provides a summary of our finances for Fiscal Year 2024/2025.

|              | Budget* (2024/2025) | Actual (2024/2025) | Difference (\$) | Difference (%) |
|--------------|---------------------|--------------------|-----------------|----------------|
| Operating    | \$8,631,000         | \$8,039,000        | \$592,000       | 6.9%           |
| Adjudicative | \$900,000           | \$1,267,000        | (\$367,000)     | -40.8%         |
| Capital      | \$1,498,000         | \$135,000          | \$1,363,000     | 91.0%          |

\*Budget amounts reflect the base appropriation presented in the March 2025 provincial budget plus the supplementary funding recommended by the Select Standing Committee on Finance and Government Services to the Legislative Assembly on May 28, 2025, for Fiscal Year 2024/2025.

# Further Resources



Office of the Police Complaint  
Commissioner website

[www.opcc.bc.ca](http://www.opcc.bc.ca)

## OPCC brochures

Let Us Help You Guide

<https://opcc.bc.ca/wp-content/uploads/2017/03/Let-us-help-you.pdf>

General Information

<https://opcc.bc.ca/wp-content/uploads/2023/01/opcc-general-information-brochure.pdf>

Alternative Dispute Resolution

<https://opcc.bc.ca/wp-content/uploads/2023/01/opcc-complaint-resolution-brochure.pdf>

Complaint Form

<https://opcc.bc.ca/wp-content/uploads/2022/08/printable-registered-complaint-form-2022.pdf>

## Police Act of British Columbia

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96367\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96367_01)

## Independent Investigations Office of British Columbia

<https://iiobc.ca/>

## Other Canadian oversight agencies

<https://opcc.bc.ca/resources/canadian-police-oversight-agencies/>

# Appendix

Summaries of all substantiated allegations against municipal police officers concluded between April 1, 2024 and March 31, 2025.

Available at: <https://opcc.bc.ca/reports/annual-report/>

## PUBLIC INTEREST DISCLOSURE ACT

British Columbia's *Public Interest Disclosure Act* (PIDA) requires public bodies in British Columbia to report on investigations into wrongdoing started under the Act, the number of disclosures made internally, and the number received by the Office of the Ombudsperson. The Office of the Police Complaint Commissioner has not had any investigations or disclosures under PIDA since the legislation was enacted.



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Office of the Police Complaint Commissioner (2025)

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