

COMMISSAIRE À LA DÉONTOLOGIE POLICIÈRE

Annual report 2023-2024



Highlights

Key data	DESCRIPTION
50	staff members (senior, regular, casual positions) divided between the Québec City and Montréal offices
5,4 M\$	organization's expenses to march 31, 2024
2 611	complaints received over the last year
867	conciliations decreed over the last year
169	investigations carried out over the past year
93	police officers or other peace officers who have been summoned to appear before the Administrative Tribunal for Police Ethics in the past year

Key data

Simplified service access

- Installation of two computer workstations in the Montreal and Quebec City offices, enabling citizens to file complaints with the support of a member of the Commissioner's staff.
- Assistance, by an information clerk, for citizens wishing to file a complaint by telephone.
- Increased communication with customers following the filing of a complaint, with a view to humanizing contacts and reassuring customers.

On-line video explaining the conciliation process, to demystify this stage of the ethical process and better explain the underlying objectives to customers.

The development of key partnerships

- The creation of a network of respondents from civil society, police organizations, special constables and wildlife protection officers, whose objective is to ensure the efficient conduct of the deontological process and the development of prevention material that is credible and reliable in the eyes of those for whom it is intended.
- The organization and holding of 4 meetings to officially launch the Commissioner's Prevention Program.

- Participation in the development of Web capsules on racial and social profiling, following an historic partnership between the Ministère de la Sécurité publique, the École nationale de police du Québec, the Commission des droits de la personne et des droits de la jeunesse and the Commissioner, to support police officers in their interactions with people from diverse backgrounds.
- Co-development of an Aboriginal public safety reference tool, promoted and distributed to numerous partners, to better reach this clientele.

Improved organizational performance

- 27% reduction in the number of complaints waiting to be processed at the preliminary analysis stage.
- Significant increase in interaction with complainants at the preliminary analysis stage, to improve understanding of the complaint and humanize the process.
- 14% increase in the number of complaints handled compared with the previous year.
- 34% increase in the number of conciliation sessions over the previous year.
- 78% conciliation success rate.
- Investigation time (without parallel criminal investigation) reduced by 36% year-on-year, from 220 days to 141 days.
- 26% increase in the number of files analyzed by the Legal Services department compared with the previous year, from 119 to 153.
- The Aboriginal Liaison Officer provided support to some one hundred complainants from aboriginal communities, helping them through the ethics process.

Preparing for major changes

- The development of an accompanying kit for civil society partners and peace officers to inform them of the changes to the police ethics process.
 - The establishment of a procedure for filing a report and an anonymous report.
 - Creation of an online form for filing a report.
 - Training for the Commissioner's teams on the issues of racial and social profiling and discrimination in all its forms.
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