



Complaints Policy and Process

The Ontario Police Arbitration Commission (OPAC) is committed to fulfilling its mandate and legislative requirements while providing high quality services to stakeholders, in keeping with public service standards: transparency, accessibility, timeliness and professionalism. OPAC has a complaints process to address concerns about services and staff in order to maintain this commitment.

Making a Complaint

- If you choose to file a formal complaint, you must do so in writing - by letter, fax or email. If you require accommodation to file your written complaint, contact our office using the information at the end of this document.
- You may not make a complaint anonymously. You must identify yourself and provide sufficient information for us to contact you. This includes providing your mailing address, telephone number, or email address. If we are unable to contact you, or you fail to respond to requests for additional information, we may close your complaint.
- Everyone involved in the complaint process, including anyone who is the subject of a complaint, will be treated fairly and respectfully. In submitting a complaint, you agree that the person or persons who are the subject of the complaint may be informed of it.

Complaints about OPAC Staff or Operations

If your complaint is about an OPAC staff person, you should first raise your concern directly with that person. You may be able to resolve the problem together, without the need for a formal complaint.

If you do not wish to speak with the staff person, or if you are not satisfied with that person's response, ask to speak to the individual's supervisor.

If your complaint relates to OPAC operations, or if you have not been able to resolve your staff complaint informally, send your written complaint to the attention of the Executive Officer. Explain the reasons for your complaint (who, what, when, where), the steps you think should be taken to resolve your complaint, and the outcome you are seeking. **OPAC will respond within 10 working days.**

Complaints about OPAC Services (Conciliators/Arbitrators)

OPAC's legislated dispute resolution services are provided by Conciliation Officers and Arbitrators on a roster maintained by OPAC.

If your complaint concerns a member of this roster, you should raise it through written or verbal submissions to the Executive Officer or the Chair of the Ontario Police Arbitration Commission.

OPAC will respond within 10 working days. If we are not able to complete the review of your complaint within this time period, we will still contact you to acknowledge receipt of the complaint and tell you when you can expect a response.

Contact Information

Chair / Executive Officer
Ontario Police Arbitration Commission
25 Grosvenor Street, 15th Floor
Toronto, ON M7A 1Y6

Tel: 416-314-3520

Fax: 416-314-3522

Email: OPAC.applications@ontario.ca

This policy is also available online at www.policearbitration.on.ca and in various accessible formats by request.

The Ontario Police Arbitration Commission is authorized under the *Freedom of Information and Protection of Privacy Act*, sections 38(2) and 41(1)(b), to collect and use the information provided in your complaint about OPAC's programs and services. We do this to make sure we are providing the best customer service possible. Some of the information that you provide may be your personal information. We will use this information only to process, inquire into and respond to your complaint. We care about protecting your privacy. If you have any questions about the complaint process, please use the contact information above.