



Special Constable Public Complaint Process

Procedure steps

Step in process	Role	Description	Next steps
1. Submit complaint.	Complainant	<p>The Complainant files a complaint with TTC Customer Service Centre by phone, TTY, fax, online form, by mail or in person.</p> <p>Note: Customer Service Centre contact information can be found by phone at (416) 393-3030 or at ttc.ca/CustomerFeedback After Customer Service Hours, messages can be left at (416) 393-3111</p> <p>A complaint can also be filed directly with the FISCC Office by email at FISCCInquiries@ttc.ca</p>	Proceed to step 2.
2. Complaint intake.	Customer Service Centre/FISCC Office	TTC Customer Service Representative/FISCC Office gathers and documents all necessary details of the Complaint, and will put in request for video of the incident (if available and applicable). If additional information is required, the Representative/FISCC Office will request additional information.	Proceed to step 3.
3. Send to FISCC Office.	Customer Service Centre	The Customer Service Representative will forward the information obtained regarding the Complaint to the TTC Fare Inspector and Special Constable Complaints (FISCC) Office, and the Respondent's Manager within the Special Constable Service Department.	Proceed to step 4.
4. Complaint fall under the FISCC mandate?	FISCC Office Coordinator or Investigator	The FISCC Office will determine if the matter is a Conduct Complaint involving a Special Constable or a Complaint relating to the policy or services of the Special Constable Program. The FISCC Office Coordinator or Investigator may contact the Complainant to conduct a further intake and based on information provided, and if applicable, collect video and all information received from Complainant to provide to the Investigator. The Complaint is forwarded to the Toronto Police Service (TPS) for review.	If "yes", proceed to step 5. If "no", proceed to step 8.
5. Complaint requires TPS investigation?	TPS	TPS Special Constable Liaison Office reviews the Complaint and determines if TPS will conduct an Investigation or whether the Complaint will be reassigned back to TTC for investigation.	If "yes", proceed to step 6. If "no", proceed to step 9.

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6. Conduct investigation and produce report.	TPS	TPS retains the Complaint and conducts the investigation. Upon conclusion of the investigation, a written investigation report is delivered to the FISCC Office and the Respondent's Manager.	Proceed to step 7.
7. Receive TPS report and take corrective action as appropriate.	Management	TPS Investigation Report is received and reviewed by the Respondent's Management. The Respondent's Management determines if corrective action is deemed appropriate and follows up with the Respondent to inform them of the details of the action to be taken as a result of the investigation Findings. Note: TPS is advised of the corrective action.	This step concludes the process.
8. Referral provided to appropriate department.	FISCC Office Coordinator	When the FISCC Office determines the matter is not a Complaint involving a Special Constable or the Special Constable Service Program and is outside the mandate of the FISCC Office, the matter will be referred to the appropriate department within the TTC, through the TTC Customer Service Centre, or by the Coordinator directly if deemed appropriate. The Complainant will be advised that their Complaint has been re-directed to the appropriate department as it is not within FISCC Office mandate.	This step concludes the process.
9. Reassign complaint to TTC for investigation.	TPS	If TPS determines the Complaint does not require TPS investigation, the Complaint is returned to the TTC for investigation.	Proceed to step 10.
10. Allegations of serious misconduct?	Investigator	The Investigator assesses the nature and severity of the Complaint in consultation with the Manager of the FISCC Office to determine if the Complaint raises allegations that are serious in nature or less serious, and how it will be appropriately addressed.	If "yes", proceed to step 11. If "no", proceed to step 13.
11. Conduct investigation.	Investigator/Sr. Investigator/ External Investigator	With allegations of Serious Misconduct, Investigator will conduct an investigation. The Investigator will interview the Complainant to gather additional details and obtain any clarification required regarding the allegations. The Investigator reviews all materials in depth, interviews the Respondent, and relevant witness(es).	Proceed to step 12.
12. Provide findings to all parties and report to management.	Investigator/Sr. Investigator/ External Investigator	Upon conclusion of the investigation, the Investigator provides written summary of investigation findings to the Complainant and Respondent and a copy of the Investigation Report to the Respondent's Manager, Employee Relations in TTC's Human Resources Department and TPS.	Proceed to step 18.
13. Underlying systemic or human rights allegation?	Investigator	When a Complaint has allegations assessed less serious in nature, it is further reviewed to determine if there appears to be any underlying systemic issues or human rights issues. If there are, the Complaint will be re-assessed as a Serious Misconduct Complaint and will be investigated accordingly.	If "yes", proceed to step 11. If "no", proceed to step 14.

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14. Informal resolution appropriate?	Investigator	Informal Resolution is deemed appropriate if the allegations are assessed as minor in nature, there is no history of similar complaints against the Respondent, and all parties are in agreement with engaging in the informal resolution process.	If “yes”, proceed to step 15. If “no”, proceed to step 16.
15. Provide letter confirming resolution to parties, management and TPS.	Investigator	Upon successful resolution of the matter through the Informal Resolution process, the Investigator sends a letter confirming the resolution to the Complainant, Respondent, Respondent’s Management and TPS.	This step concludes the process.
16. Conduct investigation.	Investigator	The Investigator conducts an investigation, including reviewing all materials in depth, and conducting interviews with the Complainant, Respondent, and witnesses associated to the matter.	Proceed to step 17.
17. Provide findings to all parties and report to management.	Investigator	The Investigator provides written summary of investigation findings to the Complainant and Respondent and a copy of the Investigation Report to the Respondent’s Manager, Employee Relations in TTC’s Human Resources Department and TPS.	Proceed to step 18.
18. Receive report and take corrective action as appropriate.	Management	The investigation report is received and reviewed by the Respondent’s Management. The Respondent’s Management determines if corrective action is deemed appropriate and informs the Respondent of the corrective action to be taken as a result of the investigation findings. Complainants are not provided with Specific details of any Corrective Action taken with Respondents due to Privacy considerations. Note: TPS is advised of the corrective action.	This step concludes the process.

Flowchart

