



VANCOUVER POLICE BOARD

Service or Policy Complaint Review Committee Meeting Agenda

Date: October 9, 2025

Time: 2:00- 2:30 pm

1	Consent Agenda	Attachments	Action Req'd
	*1.1 Agenda for October 9, 2025		Decision
	*1.2 Minutes of September 11, 2025		Decision
	*1.3 Board File # 2024-004-OPCC # 2024-25270- Removal of Tents	Email Response to OPCC- September 29, 2025	Information
2	Business Arising		
	*2.1 OPCC File #2023-24853- HR matter *2.2 OPCC File #2023-23673- Exclusion Zones *2.3 OPCC File #2024-26600- Protest Activity		In Abeyance
	*2.4 Board File #2025-023- OPCC File #2025-001433 CPIC Records	- Service or Policy Complaint - Intake Letter - Acknowledgement of Receipt- August 29, 2025 - Memo- Service or Policy Complaint Review Committee- September 2, 2025 - Acknowledgement Letter- September 29, 2025 - Memo- Service or Policy Complaint Review Committee- September 29, 2025	Verbal Update
	New Business and Updates		
	*2.5 Board File #2025-024- Potential Drug Lab	- Email from complainant- September 3, 2025 - Acknowledgment of Receipt- September 8, 2025 - Board's Request for information- September 21, 2025	Decision
	*2.6 Board File #2025-026- Recruiting Process- Sr. Dir McLean	- Service or Policy Complaint - Intake Letter - Acknowledgement of Receipt- September 24, 2025 - Acknowledgment Letter- September 29, 2025 - Memo- Service or Policy Complaint Review- September 29, 2025	Information
3	Other Business		



Service or Policy Complaints Review Committee Minutes

Date/Time: September 11, 2025 – 2:18 pm -2:30 pm

Location: 7th Floor Boardroom- 2120 Cambie St. Vancouver BC

Vancouver Police Board Members/Staff	Vancouver Police Department	Guests
Allan Black K.C. (Chair)	Chief Constable Steve Rai	
Frank Chong	Senior DCC Chow	
Raza Mirani (Vice Chair)	DCC Chan	
Lorraine Lowe	DCC Chapman	
Danica Djurkovic	Supt. Matt Harty	
Simmy Sandhu	Director Simon Demers	
Alaleh Shah Ali		
Absent: Mayor Sim, Director Point, Director Murray		

The Chair Allan Black called the meeting to order at 2:18 pm.

1. Consent Agenda

*1.1 Agenda for September 11, 2025

*1.2 Minutes of June 19, 2025 meeting

The current agenda includes 16 concluding letters dealing with previous service or policy complaints. These are examples of the types of complaints or OPCC comments that Board has investigated and dealt with or responded to in recent times. Director Black encouraged the Board members and the public to have a look at the concluding letters to see the kinds of investigations that are going on.

*1.3 Board File # 2024-028- OPCC File #2024-26608 - Road Closures

*1.4 OPCC File #2024-26602- Board File#2024-022 and OPCC File #2024-26600- Board File #2024-021

*1.5 OPCC File # 2025-000392, Board File #2025-012 (Anonymous Complaint) and Related Correspondence- Board File # 2024-030- Expected Arrest Quotas

The Board provided a concluding letter on July 9, 2025, to the complainant. Last week, a couple months after, the Board received a letter from OPCC providing a number of recommendations. The Board will deal with them and report back at a subsequent time.

*1.6 OPCC File # 2025-000225, Board File #2025-014 - Special Events Procedures

*1.7 Board File # 2025-015 - Harassment

*1.8 Board File # 2025-017- BC Place Roof Collapse

1.9 OPCC File # 2025-00057- CIC

1.10 OPCC File # 2025-00215 - Board File #2025-004-CIC

The above files will be dealt with during the closed in-camera meeting.

*1.11 Board File # 2024-003- Next of Kin Notifications

*1.12 Board File #2025-018- Beach Patrol

*1.13 Board File # 2025-019- OPCC # 2025-001015 - Noise on Sunset Beach

*1.14 Board File # 2025-021- Arrest

*1.15 Board File #2025-020- Extreme Motor Vehicle Noise

*1.16 Board File # 2024-007, OPCC File # 2024-25239- Motor Vehicle Act

Motion: To approve the September 11, 2025 Consent Agenda and Minutes of June 19, 2025 meeting.

Moved by Director Lowe and seconded by Director Djurkovic. Approved.

2. New Business and Updates

*2.1 OPCC File #2023-24853- HR matter

*2.2 OPCC File #2023-23673- Exclusion Zones

*2.3 OPCC File #2024-26600- Protest Activity

The Board will continue holding the above files in abeyance due to third party investigation. It is the practice and policy of this committee not to finalize these matters until third party issues have been resolved.

*2.4 Board File #2024-004- OPCC #2024-25270- Removal of Tents

There was a follow up to recommendations by OPCC after the Board finalized this matter. DCC Chapman provided a report stemming from a complaint in January 2024 revolving around decampment of unhoused persons in Oppenheimer Park.

“To be specific, the complainant in this issue was not actually present on that day and ended up viewing the video on their friend’s phone and possibly posted on an Instagram account some days later. The complainant alleged that the VPD had evicted people that were sheltering in that park by requiring those individuals to take down their dwelling houses during extreme weather, and that the actions of the police was not consistent with serving with compassion. As previously mentioned, this file was looked at by the Board for the following reasons:

- We had a number of similar files of this very nature that had been addressed by the Board.
- The decampment at the Oppenheimer Park was not an initiative that was led by the VPD.
- The initiative was led by the Parks Board and the park rangers.
- The VPD was not involved in any dismantling of the tents or seizure or storage of any property and the VPD did act within its lawful means to provide public safety during that day.

A dismissal letter was produced by the Board and sent to the complainant, as well as the OPCC. On March 12, 2024, the OPCC did receive a copy of that dismissal. However, pursuant to section 173 of the Police Code, the Complaint Commissioner asked for a further response from the Board in light of section 6 of the policing standards which deals with the promotion of unbiased policing.

Since that time, I have personally contacted the complainant in this matter. We have had some email correspondence. Here are a couple updates:

- The complainant no longer has access to the video that was viewed. She indicated that the video was actually not sent to the OPCC. She did however provide me with a link. The video was actually documented by the CTV.

- So I did investigate the link, which was a City News story that took place on January 9th and the video does show park rangers speaking with people in Oppenheimer Park asking them to remove their tents and their belongings. The video does show Vancouver police officers in the background standing there to keep the peace.
- The video also depicts some observers not associated with those in the park providing their opinions as to what was transpiring.
- However, the commentary by the reporter is a little bit misleading perhaps as to what the nexus of the complaint was. The reporter kind of insinuated that the VPD was responsible for dismantling the decampment.

What we have done with specific files of note and with respect to what the Commissioner wanted pursuant to section 6 of the BC Provincial Policing Standards, we have provided 32 specific examples of written policy that exist within the VPD's RPM that are compliant, 4 guidelines, 30 community related initiatives and programs, 6 community partnerships, 12 examples of training initiatives that meet the standards, that were also set out in section 6.

So, to that end, just to reiterate that the VPD's role on that day, January 9th, was to support the park rangers who were enforcing their bylaws. The VPD was there to keep the peace and we remained neutral in our capacity and acted within our legal authorities. I will leave it at that for Board's decision."

Motion: To resolve the complaint by writing back to OPCC, advising the Commissioner of the comments and report by DCC Chapman. Moved by Director Lowe and seconded by Director Djurkovic. Approved.

***2.5 Board File #2025-022- OPCC #2025-000989- Resourcing of Gang Crime Unit**

This complaint was received in June 2025, expressing concerns with respect to the adequacy of a response by members of the Gang Crime Unit. There is a memo setting out the summary of the concerns and a suggestion for Chief to investigate. The VPD will investigate and report back to the Board in October for the Board to consider this matter further.

***2.6 Board File #2025-023- OPCC File #2025-001433 – CPIC Records**

This complaint was received in August 2025, regarding the complainant's concerns over the disruption and removal of fingerprints, photographs, and other RCMP entries. The complainant suggested that the policy of VPD is at odds with the federal policy to this effect. There is a memo filed on September 2nd, requesting the Chief Constable to investigate and report back to the Board. This is to identify some of the issues that appear to have come out of the complaint so that the Board can consider this matter further.

A motion to adjourn the meeting was carried.

3. Other Business

n/a

The meeting was adjourned at 2:30 pm.

TO BE APPROVED BY THE VANCOUVER POLICE BOARD on October 9, 2025.



Date: September 29, 2025

Sent via email to: info@opcc.bc.ca

Dear Police Complaint Commissioner Rajan,

RE: Service or Policy Complaint Board File #2024-004, OPCC Files # 2024-25270

I am a Director with Vancouver Police Board ("the Board") and the Chair of the Service or Policy Complaints Review Committee of the Board. This letter is in response to your follow up on your recommendation of May 8, 2024, and the processes and due diligence by the VPD and the Board in compliance with Section 6 (Promotion of Unbiased Policing) to promote equitable policing.

Specifically, the OPCC had recommended:

Consider and if appropriate apply to the complaint the OPCC's recommendations pertaining to 2023-24859, 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)"

The Board received both a verbal and a written report from the VPD in its September 11, 2025, meeting.

Please see below some key highlights of the VPD's verbal report for your awareness:

"To be specific, the complainant in this issue was not actually present on that day and ended up viewing the video on their friend's phone and possibly posted on an Instagram account some days later. The complainant alleged that the VPD had evicted people that were sheltering in that park by requiring those individuals to take down their dwelling houses during extreme weather, and that the actions of the police was not consistent with serving with compassion. As previously mentioned, this file was looked at by the Board for the following reasons:

- We had a number of similar files of this very nature that had been addressed by the Board.*
- The decampment at the Oppenheimer Park was not an initiative that was led by the VPD.*
- The initiative was led by the Parks Board and the park rangers.*
- The VPD was not involved in any dismantling of the tents or seizure or storage of any property and the VPD did act within its lawful means to provide public safety during that day.*

A dismissal letter was produced by the Board and sent to the complainant, as well as the OPCC. On March 12, 2024, the OPCC did receive a copy of that dismissal. However, pursuant to section 173 of the Police Code, the Complaint Commissioner asked for a further response from the Board in light of section 6 of the policing standards which deals with the promotion of unbiased policing.

Since that time, DCC Chapman personally contacted the complainant in this matter and have had some email correspondence. Here are a couple updates:

- *The complainant no longer has access to the video that was viewed. She indicated that the video was actually not sent to the OPCC. She did however provide me with a link. The video was actually documented by the CTV.*
- *So I did investigate the link, which was a City News story that took place on January 9th and the video does show park rangers speaking with people in Oppenheimer Park asking them to remove their tents and their belongings. The video does show Vancouver police officers in the background standing there to keep the peace.*
- *The video also depicts some observers not associated with those in the park providing their opinions as to what was transpiring.*
- *However, the commentary by the reporter is a little bit misleading perhaps as to what the nexus of the complaint was. The reporter kind of insinuated that the VPD was responsible for dismantling the decampment.*

What the VPD has done with specific files of note and with respect to what the Commissioner wanted pursuant to section 6 of the BC Provincial Policing Standards is included in VPD report # 2509V13 that provides 32 specific examples of written policy that exist within the VPD's RPM that are compliant, 4 guidelines, 30 community related initiatives and programs, 6 community partnerships, 12 examples of training initiatives that meet the standards, that were also set out in section 6.

A copy of the written report is enclosed for your kind reference. Here are some key highlights:

With respect to the allegations made by the complainant, it should be noted that intensive work, community consultation and public safety parameters are examined prior to any decampment taking place.

Additionally, the VPD and the City of Vancouver/Parks have a long history of responding to encampments and have taken great care to approach each encampment and its occupants with compassion.

Effort has been made to establish relationships and provide community supports when bringing each encampment to a close. The VPD has done its utmost to maintain public safety and address all neighbourhood impacts carefully and respectfully, without reinforcing existing stigma regarding homelessness, substance use disorder and mental illness. While the VPD did play a role in the overarching decampment of Oppenheimer Park, it should be noted that the VPD has always established itself as a support agency providing consultation to the BC Ministry of Attorney General, BC Ministry of Housing and the City of Vancouver/Parks pursuant to public safety. Although highly visible, VPD members did not take part in the removal of tents, structures and/or materials from Oppenheimer Park. The VPD's role was limited to:

- *Supporting the Park Rangers with the enforcement of Parks Bylaws;*
- *Keeping the peace and upholding public safety;*
- *Remaining neutral in our capacity and work with other organizations to facilitate the delivery of services; and*
- *Acting within our lawful authorities*

The Board would also like to reiterate that the VPD's role is to ensure public safety and to keep peace and that the VPD remained neutral in their capacity and acted within their legal authorities.

Having reviewed the matter, the Board is satisfied and closed this file.



"PROVIDING INDEPENDENT CIVILIAN OVERSIGHT, GOVERNANCE, AND STRATEGIC LEADERSHIP TO THE VANCOUVER POLICE DEPARTMENT, REFLECTING THE NEEDS, VALUES AND DIVERSITY OF VANCOUVER'S COMMUNITIES."

Yours sincerely,

A handwritten signature in black ink, appearing to read "Allan Black".

Allan Black, K.C.
Chair, Service or Policy Complaint Review Committee

CC:
Chief Steve Rai
Director of Police Services
Complainant

Files Held in Abeyance

2.1 OPCC File # 2023-24853- HR Matter

2.2 OPCC File # 2023-23673- Exclusion zones

2.3 OPCC File # 2024-26600- Protest Activity

From: The Office of the Police Complaint Commissioner <website@web.opcc.bc.ca>
Sent: Monday, August 11, 2025 1:09 PM
To: Web Submissions
Subject: Complaint Form - [REDACTED] 08/07/2025

CAUTION: This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Your Contact Details

Title

[REDACTED]

First Name

[REDACTED]

Last Name

[REDACTED]

Mailing Address

[REDACTED]

City/Town

[REDACTED]

Province

British Columbia

Postal Code

[REDACTED]

Contact Phone Number

[REDACTED]

Email Address

[REDACTED]

Date of Birth

[REDACTED]

If you would like to, please let us know how you wish to be addressed (she/her, they/them, he/him):

[REDACTED]

If you have a disability, accommodations are available. Please indicate how we may accommodate your needs

[REDACTED] Please be patient with me

[REDACTED]

[REDACTED]

[REDACTED]

Complaint Information

When did the incident happen?

08/07/2025

What time did it occur?

08:00 am

Where did the incident happen?

Vancouver

Name of the police department involved, if known. Choose from this menu

Vancouver

Name or badge number of the officer(s), if known

Describe your injuries (if any)

The injury is ongoing reputational and professional harm due to the unlawful retention and publication of a stayed charge on CPIC. This affects my ability to secure employment, volunteer opportunities, and fair consideration in legal proceedings. It undermines my credibility in court, impacts income, and continues to cause personal stress and stigma despite there never being a conviction.

Choose the type of complaint you are filing

Choose the type of complaint you are filing

- Service or Policy

Complaint Description

Complaint Details

On July 7, 2025, I requested the destruction of fingerprints, photographs, and CPIC entries related to charges that were stayed many years ago. On July 8, 2025, [REDACTED] Supervisor of the VPD Criminal Records Unit, refused, stating destruction applies "only to non-convictions where no convictions exist on a criminal record."

This is incorrect. CPIC national policy (administered by RCMP CCRTIS) applies a per-incident standard: a stayed charge is eligible for removal after 1 year with no court activity, regardless of other unrelated convictions. The RCMP has already processed my other non-conviction removals using this correct standard.

VPD, as the originating police service, is the only barrier to removal of this record from CPIC. Their refusal breaches CPIC national policy, the Identification of Criminals Act, the Privacy Act, and my Charter rights (ss. 7 & 8).

This has caused ongoing injury to my reputation, employment opportunities, volunteer eligibility, and credibility in legal proceedings. I seek immediate approval and forwarding of my destruction request to CCRTIS, removal from CPIC, destruction of identifiers, and correction of internal VPD policy to align with national standards.

Complaint Resolution

Are you interested in participating in Complaint Resolution?

Yes

My Statement

Please write first and last name here

Date Signed	
11/08/2025	



Integrity
Independence
Fairness

August 29, 2025

VIA E-MAIL: [REDACTED]

Mr. Frank Chong
Chair, Vancouver Police Board
City Hall 3rd Floor – 453 West 12th Ave
Vancouver, BC V5Y 1V4

Dear Mr. Chong:

**Re: Service or Policy Complaint – Vancouver Police Department
OPCC File No. 2025-001433**

On August 11, 2025, the Office of the Police Complaint Commissioner (OPCC) received a complaint from [REDACTED] outlining his concerns related to the Vancouver Police Department's destruction of fingerprints, photographs and CPIC entries in relation to stayed charges. On July 8, 2025, [REDACTED] was advised by the supervisor of the VPD Criminal Records Unit destruction applies, "where no convictions exist on a criminal record". [REDACTED] states the information he received is incorrect. A copy of the original complaint is attached.

As you are aware, a service or policy complaint may include a complaint regarding the general direction and management or operation of a municipal police department. It may also include a complaint about the inadequacy or inappropriateness of a municipal police department's policies or internal procedures, training programs or resources, staffing or resource allocation, or the department's ability to respond to requests for assistance.

Upon receiving a copy of the complaint, pursuant to section 171(1) of the *Police Act*, the board, having authority over the municipal police department to which the complaint relates, must promptly do one or more of the following:

- (a) Request that the chief constable of that municipal police department investigate and report on the complaint;
- (b) Initiate a study concerning the complaint;
- (c) Initiate an investigation into the complaint;
- (d) Dismiss the complaint with reasons; and/or
- (e) Take any other course of action the board considers necessary to respond adequately to the complaint.

Pursuant to section 171(3) of the Act, within 20 business days after doing any of the things described in subsection (1)(a) to (e), the board must notify the Complainant, the Director of Police Services and the Police Complaint Commissioner regarding the course of action being taken. The Police Complaint Commissioner may request a status report from the board regarding the progress of an investigation or a study concerning a complaint under Division 5.

The police board must send an explanation for actions taken by the board under section 171 (1) and if applicable, a detailed summary of the results of any investigation or study initiated to the Complainant, the Director of Police Services and the Police Complaint Commissioner. If the Complainant is dissatisfied with the board's actions, explanations, or results from the investigation or the summary of those results, that person may, within 20 business days of receiving the explanation or summary, request the Police Complaint Commissioner to review the matter.

Should you have any questions regarding the above or with respect to the *Police Act* process, please do not hesitate to contact me at (250) 356-7458 or by email at info@opcc.bc.ca.

Yours truly,



Cameron Loveless
Executive Director, Oversight Operations

cc: Chief Constable Steve Rai, Vancouver Police Department
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [RAI, Steve](#); [Info-OPCC](#)
Subject: Acknowledgement of Receipt- Board File #2025-023- OPCC 2025-001433
Date: Friday, August 29, 2025 11:22:00 AM

Dear [REDACTED],

Hope you are well.

The Board acknowledges the receipt of your complaint from the Office of Complaints Commissioner on August 29, 2025 and will respond in due course.

Kind regards,

Office of Vancouver Police Board

Email: office@vanpoliceboard.ca | Web: vancouverpoliceboard.ca

NOTICE OF CONFIDENTIAL COMMUNICATION:

This transmission may contain confidential or privileged communications, and the sender does not waive any related rights and obligations. If you are not the intended recipient and have received this in error, you must immediately destroy it. Unauthorized copying or distribution of any information herein is strictly prohibited and may constitute a criminal offence, a breach of Provincial or Federal privacy laws, or may otherwise result in legal sanctions. We ask that you notify the Vancouver Police Department immediately of any transmission received in error, by reply e-mail to the sender.



VANCOUVER POLICE BOARD

"PROVIDING INDEPENDENT CIVILIAN OVERSIGHT, GOVERNANCE, AND STRATEGIC LEADERSHIP TO THE VANCOUVER POLICE DEPARTMENT, REFLECTING THE NEEDS, VALUES AND DIVERSITY OF VANCOUVER'S COMMUNITIES."

To: **Service or Policy Complaint Review Committee**
 From: Service or Policy Complaint Review Sub-Committee
 Date: September 2, 2025
 Subject: OPCC File # 2025-001433, Board File # 2025-023

- This Complaint dated August 11 , 2025 was received in the Board office on August 29, 2025, from the OPCC.
- The Complainant seeks the destruction and removal of fingerprints, photographs and CIPIC and other RCMP entries respecting 4 charges dated from 2014-2017 which were "stayed". He also requests notification to the VPD and RCMP to destroy local records and confirmation that the destruction is complete.
- The Complainant requested in writing to the RCMP (Canadian Criminal Real Time Identification Services ("CCRTIS")) who maintain a repository of Criminal Records on behalf of Canadian Police Services including the RCMP. CCRTIS advised that it will not destroy non-conviction information, unless the originating police service/RCMP detachment makes a request to CCRTIS to have the information destroyed.
- It was recommended to the Complainant that he contact the originating police service/RCMP and ask that they agree to destroy the information.
- They advised further that Local Police services have their own policies, and they should be contacted for more information on how non -conviction records are managed.
 - If they approve the destruction, they will send a request to CCRTIS.
 - If they do not approve the request for destruction, CCRTIS will not destroy the non-conviction charges. It was also suggested, that if they deny the request for destruction, the Complainant should consult the originating service/RCMP detachment and enquire about an appeal process with respect to their decision not to approve.
- The Complainant advises that a representative of the VPD Criminal Records Unit, refused to authorize the destruction of the "stayed" charges and advised (according to the Complaint) "...that destruction applies only to non-convictions where no convictions exist on a criminal record"
- The Complainant acknowledges that he has a separate criminal record, but notwithstanding , the statement from the person at the VPD Criminal Records Unit is incorrect.
- The Complainant notes that CIPIC national police administered by CCRTIS applies to a per incident standard. A " stayed charge is eligible for removal after 1 year with no court activity regardless of unrelated convictions. He asserts that the RCMP has already processed his other non-conviction removals, using this correct standard.

Service or Policy Sub-committee Recommendation

Pursuant to Section 171 (1) of the Police Act, the Board requested that Chief investigate and report back to the Board on the circumstances of this Complaint so that the Board is apprised of:

- the VPD Policy and or Practice respect the removal and or destruction of "stayed" criminal charges against an individual
- whether the existing Policy or practice of the VPD referred in A above, is inconsistent with the CPIC national policy administered by the RCMP/CCRTIS
- Is there an appeal process in place as a result of a denial by the VPD for the removal or destruction of "stayed" criminal charges?
- What is the impact on the VPD decision, of a person who has a previous unrelated criminal charge on the existing VPD Policy or practice?
- any other relevant information that will assist the Board in dealing with this complaint
- All relevant documentation from the Complainant should be sent to the VPD to assist with their investigation.



Date: September 29, 2025

Sent via email to [REDACTED]

Dear [REDACTED],

RE: Service or Policy Complaint Board File # 2025-023

This is a further update with regards to your complaint received by the Board office. The Board reviewed the file in its September 11, 2025, meeting and requested a report back from the VPD to consider this matter further. The Board's Service or Policy Complaint Review Committee will consider this matter and report out in Board's October 9, 2025 meeting.

Please note that a Service or Policy Complaint is considered with respect to:

- (a) the general direction and management or operation of a municipal police department, or
- (b) the inadequacy or inappropriateness of any of the following in respect of a municipal police department:

- (i) its staffing or resource allocation;
- (ii) its training programs or resources;
- (iii) its standing orders or policies;
- (iv) its ability to respond to requests for assistance;
- (v) its internal procedures.

Pursuant to BC Policing Standard 6.1.1(21), the Board will consider whether the complaint includes allegations of discriminatory policies or practices.

The Service or Policy Complaint Review Committee may decide to take any of the following actions pursuant to *Police Act*, section 171(1) to address matter:

- (a) request a chief constable of that municipal police department to investigate and report on the complaint;
- (b) initiate a study concerning the complaint;
- (c) initiate an investigation into the complaint;
- (d) dismiss the complaint on any of the grounds set out in subsection (2.1);
- (e) take any other course of action the board considers necessary to respond adequately to the complaint.

The Service or Policy Complaint Review Committee meets immediately follow the Board's regular meeting which starts at 1:00 p.m. Meetings are live-webcast, and a link to the webcast information is available on the Board's website: www.vancouverpoliceboard.ca. The agendas and reports for both meetings will also be available online on our website prior to the meeting. The Board office will advise you in writing of any decision made by the Committee with respect to this complaint following the meeting.

Yours sincerely,

Office of Vancouver Police Board

CC:

Chief Constable Steve Rai

Office of the Police Complaint Commissioner

Director of Police Services



VANCOUVER POLICE BOARD

"PROVIDING INDEPENDENT CIVILIAN OVERSIGHT, GOVERNANCE, AND STRATEGIC LEADERSHIP TO THE VANCOUVER POLICE DEPARTMENT, REFLECTING THE NEEDS, VALUES AND DIVERSITY OF VANCOUVER'S COMMUNITIES."

To: **Service or Policy Complaint Review Committee**
 From: Service or Policy Complaint Review Sub-Committee
 Date: September 29, 2025
 Subject: OPCC File # 2025-001433, Board File # 2025-023

This complaint was received in August 2025, regarding the complainant's concerns over the disruption and removal of fingerprints, photographs, and other RCMP entries. The complainant suggested that the policy of VPD is at odds with the federal policy to this effect.

The Board reviewed the complaint in its September 11, 2025 meeting and requested the Chief Constable to investigate and report back to the Board in October. This is to identify some of the issues that appear to have come out of the complaint so that the Board can consider this matter further. The Board will receive a verbal update in October and a written report in November.

From: [REDACTED]
To: [Office](#)
Subject: Fw: [REDACTED]
Date: Wednesday, September 03, 2025 4:25:46 PM
Attachments: [image001.png](#)

Hi Police Board,

If [REDACTED] hasn't extended my thoughts on you and yours please receive this email and below.

Although VPD constables & OPCC seem to be too dysfunctional to provide appropriate service to me personally, I hope you know they are harming my young kids and wife with failed mandates and inaction.

The "potential drug lab" beside of has been in this state for years and I'm confident corruption is likely afoot.

Kindly,

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 3, 2025 12:10 PM
To: [REDACTED]@vancouver.ca>
Cc: [REDACTED]@vancouver.ca>; [REDACTED]@vancouver.ca>
Subject: [REDACTED]

Dear [REDACTED]

I received an out of office reply from [REDACTED] - with your contact noted in the out of office reply.

Please see below - the "potential drug lab" [REDACTED] had a fellow likely entering who I've seen potentially robbing people, and yelling around my young daughter.

I'd report this to police - but sadly, the last time I attempted to solicit policing services they falsified the report, and harassed my late term pregnant wife. The OPCC also

refused to engage with the harmful act of antagonizing , falsifying reports etc for constables.

please, extend my dissatisfaction for this to any and all you can - and advise on what to do about this abuse of property and indifference to mine and my family's wellbeing.

Thank you,

[REDACTED]

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Wednesday, September 3, 2025 11:22:33 AM
To: [REDACTED]@vancouver.ca>
Cc: [REDACTED]@vancouver.ca>
Subject: [REDACTED]

Hi [REDACTED]

Thank you for your update and all the effort your team is putting into resolving the situation at [REDACTED]

I wanted to share some additional information that has come to my attention. This morning, I noticed a person entering the property who, in the past, I have observed yelling at my three-year-old child and seemingly robbing people who were passed out on the street. Given the concerns about potential drug manufacturing activities at the property, I thought it was important to bring this to your attention - pictures are attached; I have more pictures of this persons face, which I will provide if you advance this - I posted this on X this morning and am paying personal money to have this reach a larger audience and will put a picture of the concerned individual there as well if there isn't action that meets my satisfaction.

Please let me know if there is any additional information or action required from my side. I appreciate your continued support and assistance.

Kind regards,

[REDACTED]

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Tuesday, August 19, 2025 1:51 PM
To: [REDACTED]@vancouver.ca>
Cc: [REDACTED]@vancouver.ca>
Subject: [REDACTED]

Hi [REDACTED]

Hope you're well - thanks again for the action, there has been some additional plywood put on the unit [REDACTED] level door.

Just a little update,

The doorknob / lock for the bottom unit [REDACTED] seems to have been broken - and it seems more empty bleach containers in the back alley are appearing. People seemed to have been getting back into the unoccupied units for potential drug manufacturing purposes.

RE: Police harassing my pregnant wife & I - after I reported legit, serious crime; they chose to falsify reports saying I'm anything other than a kind, polite and credible individual - for the purposes of what I feel were to bully and harm my family and I.

The OPCC seems to support this fully (attached 2025-000737....pdf) where they deemed my complaint inadmissible.

Would it be productive to make you and/or [REDACTED] aware of what transpired with them ?

after I reported this "Credit Karma" thing (which it even says people do) ?

It's an ugly story; and I honestly am reasonably led to believe the police are active participants with the drug manufacturing; but not sure how to go about addressing this.

So far, I understand my next path for remedy is a "judicial review" which I will do.

kindest,

[REDACTED]

From: [REDACTED]
Sent: July 31, 2025 3:06 PM
To: [REDACTED]@vancouver.ca>
Cc: [REDACTED]@vancouver.ca>
Subject: [REDACTED]

Thank you.

[REDACTED]

From: [REDACTED]@vancouver.ca>
Sent: July 31, 2025 1:16 PM
To: [REDACTED]
Cc: [REDACTED]@vancouver.ca>
Subject: [REDACTED]

Dear [REDACTED]

Thank you for sharing your concerns regarding the property [REDACTED] [REDACTED] [REDACTED] with the Office of Councillor [REDACTED]. Your message was forwarded to me for a response.

I'm sorry for any inconvenience you may have experienced residing near this property.

Following receipt of your report on July 21, 2025, our Property Use Inspection Branch opened case file CF-[REDACTED] on July 23, 2025 to investigate a potential unsecure vacant property under the Standards of Maintenance By-law. The District Inspector has since conducted a site inspection and is actively working to bring this property into compliance.

Unfortunately, I cannot share more details about the investigation or actions that may have been taken with you. The Freedom of Information and Protection of Privacy Act limits the amount of information that can be shared regarding ongoing enforcement, and these requests are required to go through the Freedom of Information (FOI) request process. You may request further information and documentation regarding this case by submitting an FOI request here: <https://vancouver.ca/your-government/freedom-of-information.aspx>.

Additionally, I understand that a previous response from the Vancouver Police Department may not have met your expectations. However, for concerns regarding suspected illegal activity, this is outside of our authority. The VPD should be contacted by calling the non-emergency line at 604-717-3321. They are equipped to respond to such matters and can dispatch Police Constables to the scene while the disturbance is occurring.

Kind regards,

[REDACTED]

[REDACTED] Senior Manager, Business Services & Strategic Compliance
Development, Buildings & Licensing
City of Vancouver | 515 W 10th Ave

[REDACTED]



*Thankful for and acknowledging the unceded traditional territory of the xʷməθkʷəy̓əm (Musqueam),
Skwxwú7mesh (Squamish), and səllwətaʔ (Tsleil-Waututh) Peoples*

From: [REDACTED] Office
To: [REDACTED]
Cc: [Tina G. O'PCC](#); [Steve RAY](#); [SG SPC SG:EX](#)
Subject: Acknowledgement of Receipt- Board File #2025-024
Date: Monday, September 08, 2025 11:12:00 AM
Attachments: [image001.png](#)

Hi dear [REDACTED]

Hope you are well.

The Board acknowledges the receipt of your email and will respond in due course.

Kind regards,

Office of Vancouver Police Board

Email: office@vanpoliceboard.ca | Web: vancouverpoliceboard.ca

NOTICE OF CONFIDENTIAL COMMUNICATION:

This transmission may contain confidential or privileged communications, and the sender does not waive any related rights and obligations. If you are not the intended recipient and have received this in error, you must immediately destroy it. Unauthorized copying or distribution of any information herein is strictly prohibited and may constitute a criminal offence, a breach of Provincial or Federal privacy laws, or may otherwise result in legal sanctions. We ask that you notify the Vancouver Police Department immediately of any transmission received in error, by reply e-mail to the sender.

From: [REDACTED] Office
To: [REDACTED]
Cc: [Steve RAI](#); [Info-OPCC](#); [PSSG Policing and Security Branch PSSG:EX](#)
Subject: FW: New Complaint- Board File #2025-024
Date: Sunday, September 21, 2025 10:50:00 AM

Good morning dear [REDACTED]

Hope you are well.

The Board's Service or Policy Complaints Review sub-committee has requested the following documents to consider before determining a proper course of action with regards to your complaint of September 3, 2025.

Please kindly submit the following:

1. A copy of the Complaint dated July 21st, 2025, which you filed with the office of Councillor [REDACTED] respecting activity at [REDACTED] [REDACTED] [REDACTED] ("the Property")
2. The complaint/report previously filed by you (date unknown) with the VPD. It is not known if this earlier complaint with the VPD related to the Property referred in (a) above
3. A copy of the VPD's response to (b) above, where the VPD allegedly "...falsified the report and harassed your late term pregnant wife"
4. You also asserted that the VPD allegedly made disparaging comments about you which you felt were made to "...bully and harm [you] and your family" . Please also provide such a document purportedly from the VPD, setting out those allegations .
5. A copy of the decision of the OPCC (OPCC file number 2025-000737) where the OPCC deemed your complaint to be inadmissible. Please also provide the original complaint filed with the OPCC that resulted in its decision on admissibility.

Kind regards,

Office of Vancouver Police Board

Email: office@vanpoliceboard.ca | Web: vancouverpoliceboard.ca

NOTICE OF CONFIDENTIAL COMMUNICATION:

This transmission may contain confidential or privileged communications, and the sender does not waive any related rights and obligations. If you are not the intended recipient and have received this in error, you must immediately destroy it. Unauthorized copying or distribution of any information herein is strictly prohibited and may constitute a criminal offence, a breach of Provincial or Federal privacy laws, or may otherwise result in legal sanctions. We ask that you notify the Vancouver Police Department immediately of any transmission received in error, by reply e-mail to the sender.

From: The Office of the Police Complaint Commissioner <website@web.opcc.bc.ca>
Sent: Tuesday, September 2, 2025 12:17 PM
To: Web Submissions
Subject: Complaint Form - [REDACTED] - 29/08/2025

CAUTION: This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Your Contact Details

First Name

[REDACTED]

Last Name

[REDACTED]

Mailing Address

[REDACTED]

City/Town

Vancouver

Province

BC

Postal Code

[REDACTED]

Contact Phone Number

[REDACTED]

Email Address

[REDACTED]

Date of Birth

[REDACTED]

If you would like to, please let us know how you wish to be addressed (she/her, they/them, he/him):

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Complaint Information

When did the incident happen?

29/08/2025

What time did it occur?

10:29 am

Where did the incident happen?

Via email

Name of the police department involved, if known. Choose from this menu

Vancouver

Name or badge number of the officer(s), if known

VPD Recruiting

Choose the type of complaint you are filing**Choose the type of complaint you are filing**

- Service or Policy

Complaint Description**Complaint Details**

Subject: Formal Complaint Regarding Vancouver Police Department Recruiting Process

To the Office of the Police Complaint Commissioner,

I am writing to formally raise a complaint about the way my application was handled by the Vancouver Police Department (VPD) Recruiting Unit.

I had been progressing through the recruitment process and was preparing for the POPAT stage when I suddenly received an email from [REDACTED] informing me that my application was closed. The message gave no specific explanation other than that other candidates "more closely meet hiring needs," and it also stated that it is VPD policy not to discuss the closure of applicant files.

I find this troubling for the following reasons:

1. Lack of transparency: My application was already in progress, and its sudden closure without explanation is both confusing and discouraging.
2. Contradiction with public messaging: VPD continues to promote recruitment heavily on social media, yet applicants such as myself are removed from the process without clear reasons.
3. Fairness and accountability: As someone who invested time and effort to meet requirements and prepare for assessments, I believe applicants deserve fair treatment and at least a basic explanation when their files are closed.

I respectfully ask the OPCC to review this matter and to consider:

- Requesting that VPD provide a proper explanation of why my application was closed at this stage.
- Clarifying how VPD ensures fairness, accountability, and equal treatment in its recruitment practices.
- Recommending changes to recruitment policies that currently prevent applicants from receiving meaningful feedback.

Thank you for your time and attention to this matter. I look forward to your response.

Sincerely,

Complaint Resolution**Are you interested in participating in Complaint Resolution?**

Yes

My Statement

Please write first and last name here



Integrity
Independence
Fairness

September 23, 2025

VIA E-MAIL: [REDACTED]

Frank Chong
Chair, Vancouver Police Board
City Hall 3rd Floor – 453 West 12th Avenue
Vancouver, BC V5Y 1V4

Dear Mr. Chong,

**Re: Service or Policy Complaint – Vancouver Police Department
OPCC File No. 2025-001499**

On September 2, 2025, the Office of the Police Complaint Commissioner (OPCC) received a complaint from [REDACTED] outlining his concerns related to the Vancouver Police Department's Recruiting Unit and their ability to provide feedback to an applicant after their application is closed. A copy of the original complaint is attached.

As you are aware, a service or policy complaint may include a complaint regarding the general direction and management or operation of a municipal police department. It may also include a complaint about the inadequacy or inappropriateness of a municipal police department's policies or internal procedures, training programs or resources, staffing or resource allocation, or the department's ability to respond to requests for assistance.

Upon receiving a copy of the complaint, pursuant to section 171(1) of the *Police Act*, the board, having authority over the municipal police department to which the complaint relates, must promptly do one or more of the following:

- (a) Request that the chief constable of that municipal police department investigate and report on the complaint;
- (b) Initiate a study concerning the complaint;
- (c) Initiate an investigation into the complaint;
- (d) Dismiss the complaint with reasons; and/or
- (e) Take any other course of action the board considers necessary to respond adequately to the complaint.

Pursuant to section 171(3) of the Act, within 20 business days after doing any of the things described in subsection (1)(a) to (e), the board must notify the Complainant, the Director of Police Services and the Police Complaint Commissioner regarding the course of action being taken. The Police Complaint Commissioner may request a status report from the board regarding the progress of an investigation or a study concerning a complaint under Division 5.

The police board must send an explanation for actions taken by the board under section 171 (1) and if applicable, a detailed summary of the results of any investigation or study initiated to the Complainant, the Director of Police Services and the Police Complaint Commissioner. If the Complainant is dissatisfied with the board's actions, explanations, or results from the investigation or the summary of those results, that person may, within 20 business days of receiving the explanation or summary, request the Police Complaint Commissioner to review the matter.

Should you have any questions regarding the above or with respect to the *Police Act* process, please do not hesitate to contact me at (250) 356-7458 or by email at info@opcc.bc.ca.

Yours truly,



Cameron Loveless
Executive Director, Oversight Operations

cc: Chief Constable Steve Rai
[REDACTED]

From: [REDACTED] on behalf of [Office](#)
To: [REDACTED]
Cc: [Steve RAI](#); [Info-OPCC](#); [PSSG Policing and Security Branch PSSG:EX](#)
Subject: Acknowledgment of Receipt- Board File#2025-026- OPCC# 2025-001499
Date: Wednesday, September 24, 2025 12:24:00 PM
Attachments: [2025-001499 2025-09-02 Service or Policy Complaint_Redacted.pdf](#)
[2025-001499 2025-09-23 Intake Letter to Police Board.pdf](#)

Hi dear [REDACTED],

Hope you are well.

The Board acknowledges the receipt of your complaint and will respond in due course.

Kind regards,

Office of Vancouver Police Board

Email: office@vanpoliceboard.ca | Web: vancouverpoliceboard.ca

NOTICE OF CONFIDENTIAL COMMUNICATION:

This transmission may contain confidential or privileged communications, and the sender does not waive any related rights and obligations. If you are not the intended recipient and have received this in error, you must immediately destroy it. Unauthorized copying or distribution of any information herein is strictly prohibited and may constitute a criminal offence, a breach of Provincial or Federal privacy laws, or may otherwise result in legal sanctions. We ask that you notify the Vancouver Police Department immediately of any transmission received in error, by reply e-mail to the sender.



Date: September 29, 2025

Sent via email to: [REDACTED]

Dear [REDACTED],

RE: Service or Policy Complaint Board File # 2025-026- OPCC File # 2025-001499

This is to acknowledge the receipt of your complaint which was sent to our office by the OPCC on September 23, 2025. The Board's Service or Policy Complaint Review Committee will consider this matter and report out in Board's October 9, 2025 meeting.

Please note that a Service or Policy Complaint is considered with respect to:

- (a) the general direction and management or operation of a municipal police department, or
- (b) the inadequacy or inappropriateness of any of the following in respect of a municipal police department:

- (i) its staffing or resource allocation;
- (ii) its training programs or resources;
- (iii) its standing orders or policies;
- (iv) its ability to respond to requests for assistance;
- (v) its internal procedures.

Pursuant to BC Policing Standard 6.1.1(21), the Board will consider whether the complaint includes allegations of discriminatory policies or practices.

The Service or Policy Complaint Review Committee may decide to take any of the following actions pursuant to *Police Act*, section 171(1) to address matter:

- (a) request a chief constable of that municipal police department to investigate and report on the complaint;
- (b) initiate a study concerning the complaint;
- (c) initiate an investigation into the complaint;
- (d) dismiss the complaint on any of the grounds set out in subsection (2.1);
- (e) take any other course of action the board considers necessary to respond adequately to the complaint.

The Service or Policy Complaint Review Committee meets immediately follow the Board's regular meeting which starts at 1:00 p.m. Meetings are live-webcast, and a link to the webcast information is available on the Board's website: www.vancouverpoliceboard.ca. The agendas and reports for both meetings will also be available online on our website prior to the meeting. The Board office will advise you in writing of any decision made by the Committee with respect to this complaint following the meeting.

Yours sincerely,

Office of Vancouver Police Board

CC:

Chief Constable Steve Rai
Office of the Police Complaint Commissioner
Director of Police Services



VANCOUVER POLICE BOARD

"PROVIDING INDEPENDENT CIVILIAN OVERSIGHT, GOVERNANCE, AND STRATEGIC LEADERSHIP TO THE VANCOUVER POLICE DEPARTMENT, REFLECTING THE NEEDS, VALUES AND DIVERSITY OF VANCOUVER'S COMMUNITIES."

To: **Service or Policy Complaint Review Committee**
 From: Service or Policy Complaint Review Sub-Committee
 Date: September 29, 2025
 Subject: OPCC File # 2025-001499, Board File # 2025-026

- This Complaint (dated September 2, 2025) was received by the Board on September 23rd, 2025.
- The Complainant expresses their concerns relating to the VPD's recruiting unit's ability (or lack of ability) to provide information to a recruit when their application is "closed".
- Specifically, the Complainant asserts that they were progressing through the recruitment process, and that they were preparing to advance through to the next stage, when they received an email from a VPD member that their application was "closed".
- The Complainant did not include the email with their complaint, but asserts that it noted that other candidates ""more closely meet the hiring needs..." and further that it was the VPD policy not to discuss the closure of applicant files.
- The Complainant asserts their concerns about the lack of transparency and clear reasons from the VPD about the reasons that their file was "closed" given the fact that they had spent considerable time and efforts to meet the requirements and prepare for further assessments.
- The Complainant seeks a fulsome explanation for the reasons that their file was "closed" and if necessary, recommends changes to the VPD's recruitment process that currently prevents applicants from receiving meaningful feedback.

Service or Policy Sub-committee Recommendation

Pursuant to Section 171(1) (a) of the Police Act, I would recommend that the Board request Chief Constable to investigate and report back on the Complaint on the following matters, including:

1. What is the current policy or practice of the VPD in advising recruits that their file is closed, or they will not be considered for advancement in the recruitment process?
2. What explanation (if any) is provided to recruits in the circumstances identified in (a) above?
3. Are potential recruits provided with the type of information that they will receive from the VPD if their file is closed prior to the start of the recruitment process?
4. Is there an appeal process for recruits if their file is "closed" prior to the completion of the process?
5. Does the current process, if warranted, require a review and reconsideration to ensure a transparency of decisions made when a recruit's file is closed?