Inspectorate of Policing

Decision Regarding Findings Report INV-24-38 Concerning Policing Provided by the Toronto Police Service

Decision By:
Joseph Maiorano, Deputy Inspector General of Policing

I. INTRODUCTION

[1] This decision addresses a complaint received by the Inspector General of Policing against the Toronto Police Service ("TPS"), alleging that the police failed to take any action in respect of an allegation of producing fraudulent immigration documents. An inspector with Ontario's Inspectorate of Policing ("IoP") investigated the complaint to determine whether the TPS failed to comply with the *Community Safety and Policing Act*, *2019*, SO 2019, c 1, Sch 1 (the "Act") or its regulations.

[2] Following a review of the inspector's Findings Report,[1] which is attached to this Decision as Appendix A, and for the reasons that follow, I conclude that the TPS has complied with the Act and the regulations.

II. BACKGROUND

[3] This complaint was forwarded to the Inspector General of Policing from the Law Enforcement Complaint Agency. The complainant alleged that three individuals were engaged in the production of fraudulent documents including Canadian visas, job letters and bank statements, relating to immigration fraud. The complaint included a purported address for the suspects.

III. ISSUES

[4] The sole issue here is whether the TPS failed to comply with the Act in allegedly taking no action in respect of the complainant's allegations.

IV. ANALYSIS

[5] The TPS fully supported the IoP investigation in its inquiries.

[6] A thorough review of TPS records reveals absolutely no evidence of any call for service ever being filed by the complainant with the TPS for anything.

[7] The address listed as the complainant's home appears to be a rooming house with multiple tenants, based on previous calls for service and unrelated occurrences at that address.

[1] Section 123 of the Act requires an IoP inspector who completes an investigation of a complaint to report their findings to the Inspector General. This report is redacted to comply with the *Publication of Findings Reports and Directions under Sections 123 and 125 of the Act* Regulation, O Reg 317/24.

[8] The complainant's name, as supplied in the complaint, does not correspond to any driver registered with the Ministry of Transportation.

[9] The complainant's phone number, as supplied in the complaint, bears a Texas area code. Repeated calls by the inspector to the phone were met by busy signals.

[10] The letter and several emails sent to the complainant's listed home address and email address went unanswered.

V. CONCLUSION

[11] There is no information to support the allegations made by the complainant.

[12] The complaint appears to have been made vexatiously or in bad faith.

[13] No further action will be taken.

Date: October 29, 2026

Original Signed By

Joseph Maiorano
Deputy Inspector General of Policing

Inspectorate of Policing

FINDINGS REPORT

Toronto Police Service

Section 107(1)(a) Policing Complaint Investigation
(INV-24-38)

Submitted to:
Ryan Teschner
Inspector General of Policing of Ontario

October 1, 2026

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ABOUT THE INSPECTOR GENERAL OF POLICING AND THE INSPECTORATE OF POLICING

The Inspector General of Policing drives improved performance and accountability in policing and police governance by overseeing the delivery of adequate and effective policing across Ontario. The Inspector General ensures compliance with the province's policing legislation and standards, and has the authority to issue progressive, risk-based and binding directions and measures to protect public safety. Ontario's Community Safety and Policing Act embeds protections to ensure the Inspector General's statutory duty is delivered independently from government.

The Inspector General of Policing leads the Inspectorate of Policing (IoP). The IoP provides operational support to inspect, investigate, monitor, and advise Ontario's police services, boards and special constable employers. By leveraging independent research and data intelligence, the IoP promotes leading practices and identifies areas for improvement, ensuring that high-quality policing and police governance is delivered to make everyone in Ontario safer.

In March 2023, Ryan Teschner was appointed as Ontario's first Inspector General of Policing with duties and authorities under the Community Safety and Policing Act. Mr. Teschner is a recognized expert in public administration, policing and police governance.

For more information about the Inspector General of Policing or the IoP, please visit www.iopontario.ca.

INTRODUCTION

This is a report to the Inspector General of Policing by an inspector appointed by the Inspector General, who has completed an investigation under Part VII of the *Community Safety and Policing Act, 2019* (CSPA).

OVERVIEW OF INVESTIGATION

The Complaint

A written complaint was forwarded by the Law Enforcement Complaints Agency (LECA) to the Inspector General of Policing pursuant to section 108 of the CSPA. The complaint alleges that three individuals are producing fraudulent documents, including Canadian visas, job letters, and bank statements. The complainant provided an address for the individuals and claims he has reported this to the Toronto Police Service (TPS) multiple times since October 2023, yet no action has been taken. According to the complainant, these individuals, who are not Canadian citizens, have claimed refugee status, and earn illegal money. He expressed concerns for his safety and urged the TPS to act upon the information provided.

The Subject Police Service

Name of Police Service: Toronto Police Service
Service Headquarters: 40 College St. Toronto, ON M5G 2J3
Chief of Police: Myron Demkiw
Chief of Police since December 2022
Service Total Strength: (Actual & Authorized)

- Number of sworn members:
  Actual: 5340
  Authorized: 5542
- Number of civilian members:
  Actual: 2587
  Authorized: 2665

Geographic Service Area

- 635.3 Square Kilometers
- Community Population of approximately 3,179,225

Applicable Legislative and Regulatory Provisions

Section 11(1) of the CSPA provides that adequate and effective policing means all of the following functions provided in accordance with the standards set out in the regulations, including the standards with respect to the avoidance of conflicts of interest, and with the requirements of the *Canadian Charter of Rights and Freedoms* and the *Human Rights Code*:

1. Crime prevention.
2. Law enforcement.
3. Maintaining the public peace.
4. Emergency response.

5. Assistance to victims of crime.
6. Any other prescribed policing functions.

Ontario Regulation 392/23: ADEQUATE AND EFFECTIVE POLICING (GENERAL) was reviewed having regard to the allegations made in the complaint.

SUMMARY OF THE INVESTIGATION CONDUCTED

Toronto Police Service Records

A formal written request was submitted to the TPS for all relevant documents between October 10, 2023, to June 12, 2024. The TPS was provided with the LECA complaint form which contained the details of the complaint along with the complainant's name, date of birth, address, email address, phone number, and the address of the individuals allegedly creating the fraudulent documents.

The TPS advised that they were unable to locate any related occurrence, call for service, dispatch record, or contacted person record based on the information provided by the complainant.

TPS reported the following searches were conducted in the Toronto Police Service database, Ministry of Transportation database, and the Toronto Police Service Integrated Computer Aided Dispatch (ICAD) Records:

- A search in the TPS database of the complainant's name and home address as listed on the complaint submission, did not yield any results indicating that this person reported a crime to the TPS.

- The complainant's listed home address is a townhouse and based on previous calls for service and occurrences, it appears to be a rooming house with multiple tenants. The complainant's name is not listed on any occurrence or call for service at this address.

- A search of the address the complainant listed as where the individuals reside did not yield any results indicating that this person reported a crime to TPS.

- A search for the complainant's name, address, and the address of the individual's residence in ICAD did not produce any results that indicate the complainant called TPS to have a unit dispatched from 41 Division or any other Division in the TPS.

- The Ministry of Transportation database does not have a driver registered under the complainant's name.

- The complainant's listed phone number on the complaint submission starts with a Texas area code.

Attempts to Contact the Complainant

The following efforts were made to establish contact with the complainant regarding the investigation initiated in response to his complaint.

A formal letter was emailed to the complainant on January 6, 2025, to advise him of the commencement of an investigation into his complaint. A follow-up email was sent on January 8, 2025, requesting additional information to assist with the investigation.

On January 14, 2025, several calls were made to the complainant's cell phone, all of which resulted in a busy signal. A third email was sent the same day, requesting that the complainant contact the Inspector by phone or email no later than January 24, 2025.

Further attempts to reach the complainant by phone were made on January 20,2025 but were again unsuccessful.

An open-source media search for the complainant's name and phone number confirmed that the complainant's phone was a Texas area code, and no relevant information was found that could assist with the investigation.

No response was received from the complainant via email or phone.

Despite multiple attempts via email and phone, no contact has been established with the complainant. As of the date of this report, the complainant has not responded to any communication.

INVESTIGATION FINDINGS

I make the following findings, relying on the information collected during the investigation and summarized in part above:

1. **The TPS has no documentation to indicate that the complainant ever contacted them regarding a criminal complaint. Repeated efforts to reach the complainant were unsuccessful, resulting in an inability to verify or substantiate the complaint.**

Inspectorate of Policing

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