

TO: MUNICIPAL MANAGER  
1990 November 22

FROM: OFFICER IN CHARGE, BURNABY DETACHMENT RCMP

SUBJECT: LORNE BRADLEY - COMPLAINT AGAINST RCMP

PURPOSE: INVESTIGATE AND RESOLVE COMPLAINT

RECOMMENDATION:

1. THAT this report be received for information purposes.

REPORT

RCMP received written correspondence from Mr. BRADLEY on 90 NOV 05. Mr. BRADLEY advised that he contacted the RCMP regarding suspicious youths in his neighbourhood. Mr. BRADLEY had detected the youths were up to no good. Mr. BRADLEY subsequently phoned the detachment, on the main non-emergency line, and asked the switchboard operator if there was a police car clear in the area of Royal Oak and Canada Way. The switchboard operator advised BRADLEY that she would transfer his call to the report desk and, presumably, did that. Mr. BRADLEY advised he was left on hold for 15 minutes and subsequently hung up, thus complaining about lack of service.

As a result of complaint, Telecoms NCO reviewed tapes for 90 NOV 01 and located Mr. BRADLEY's call. He did, in fact, reach the switchboard at the detachment; however, the call was never picked up at the report desk in the Telecommunications section. The call had come in at approximately 0938 hours and from the tapes it would appear all operators were busy. It is unknown why the call was not picked up in the Telecommunications Centre. Further to this, inquiries were conducted with BTE to determine the possibility that the call may have been lost in the system. BTE advised there would only be a remote possibility, at best, that the call could be lost. Inquiries were also conducted with Telecommunications staff to determine any possible problems with the phone lines on 90 NOV 01, however, no problems indicated. With all avenues exhausted, it can only be summarized that Mr. BRADLEY's call was lost in the system because of human error.

On 90 NOV 20, Cpl. WARNER met with Mr. BRADLEY and explained the above noted information. Cpl. WARNER apologized for any inconvenience caused to Mr. BRADLEY. Mr. BRADLEY was receptive and advised he did not wish to pursue the matter.

*B.A. Beaudreau*

B.A. Beaudreau, Superintendent  
Officer in Charge  
Burnaby Detachment