

## **Afterword**

While my role was to examine the complaints system, I wish to make an observation regarding the opportunities the police have available to them to better communicate their services and to allow the public to express their satisfaction with these services. While it is understandable that people are generally reluctant to hear complaints about themselves, most police services have no readily available process for members of the public to convey their expressions of gratitude. I was only able to locate such a process on the web site of the Ottawa Police Service. I suspect that many in the police community are too modest to expect compliments for what they see as simply "doing their job." Policing has evolved to become a complicated affair, but at its heart, is still a provision of a public service based on human relationships. In a society that is evermore demanding and complex, we need to recognize and promote good work as much as we need to identify and discourage wrongful conduct.