



THE POLICE COMPLAINTS AUTHORITY

REPORT OF POLICE COMPLAINTS AUTHORITY TO: HIS EXCELLENCY, THE GOVERNOR and MINISTER OF NATIONAL SECURITY

This is the report for 2025 in respect of the Police Complaints Authority ("the PCA")ⁱ prepared by Jeffrey Elkinson.

The members presently are: - Charlene Scott FCI Arb, deputy chair, Major Barriett Dill (retd.), Charles Mooney, Andrew Birmingham and Mahogany Bean. Gratitude is owed for the prior service of Mrs Ernestine DeGraff on our committee. I was the chairman during the relevant period of this report.

The PCA meets monthly although there may be more than one meeting held in a month if it is necessary. We meet with the leadership of the Bermuda Police Service ("BPS") on a quarterly basis so that we can share any concerns which may have arisen as a consequence of the complaints received or by observing any unwelcome trends in enforcement.

With the assistance of the Minister for National Security, the Honourable Mr. Michael Weeks, and his Permanent Secretary, Colonel Edward Lamb, the PCA has now been allocated an office on the third floor of the Arches, 44 Church Street West, adjacent to the Planning Department. This combined with the appointment of an Administrative Officer and Liaison with the Professional Standards Department ("PSD") of the BPS, Mr Brian Mello, we are now in a far better position to put in administrative systems which assist the running of the PCA office, have better interactions with the public and to facilitate better communications with PSD. The PCA has had stellar support from the Governor, the Minister and his Permanent Secretary over the last year to ensure that this

independent body has what it needs to perform its statutory function and the PCA extends its thanks for that support.

The PCA thanks the members of the PSD who are the contact point with the BPS for investigating complaints directed at members of the service and who work with us in keeping the records of complaints. In summary,

- The PCA continues to maintain a professional working relationship with the Professional Standards Department.
- PSD investigations continue to be reviewed by the PCA to ensure fairness, transparency and compliance with legislative requirements.
- The PCA remains independent in exercising its statutory oversight responsibilities.

2025 COMPLAINT ANALYSIS

The total number of complaints received for the 2025 year was 38, which is one more complaint than 2024.

Complaint Historical Data is –

2022 – 22 complaints

2023 -20 complaints

2024 - 37 complaints

2025 - 38 complaints

The above shows a relatively significant increase in complaints which occurred between 2023 and 2024 but this number stabilized last year. It also shows that members of the public continue to actively use the complaints process, although occasionally it can be observed that it is being used for vexatious purposes, targeting an officer due to personal issues. It can never be ignored that we effectively live in a village, and relationships at all levels can be close.

The categories of complaints in the 2025 year can be broken down as follows –

1. Authority, Respect and Courtesy –11 complaints
2. Duties and Responsibilities / Neglect of Duty – 7 complaints
3. Harassment – 4 complaints
4. Discreditable Conduct – 4 complaints
5. Use of Force – 2 complaints

Additional Complaint Categories are Assault, Unlawful Arrest, Unlawful Detention, Trespassing, Abuse of Process, Threatening Behaviour, Confidentiality Breaches

It is clear that abuse of authority, lack of respect and courtesy remains the largest category of complaints. As a trend, it indicates continuing public concern regarding officer communication, professionalism and interactions with members of the public. It suggests customer service and communication skills remain areas requiring ongoing organizational focus.

OPERATIONAL COMPLAINTS

The allegations commonly relate to perceived failures to investigate, respond appropriately, follow procedures or take expected action. Such complaints require more detailed investigation and oversight by both PSD and the PCA. In trying to achieve officer accountability, this is done through several mechanisms and is not limited to formal disciplinary proceedings, not least under Police (Conduct) Orders 2016. There is Management Action (defined as action or advice intended to improve the conduct of the police officer concerned) which may be taken where misconduct proceedings are not warranted as the allegations are such that they could never lead to dismissal nor require such a formal process as is set out in the Conduct Orders.

CONDUCT RELATED COMPLAINTS

Harassment and Discreditable Conduct continue to feature within complaints received. While relatively low in number, these allegations have the potential to negatively affect public confidence in policing.

COMPLEXITY OF COMPLAINTS

It is observed by the Authority that an Increasing number of complaints contain multiple allegations arising from a single incident.

Complaints frequently combine allegations concerning Officer Conduct, Communication, Use of Police Powers, Decision Making, Procedural Fairness.

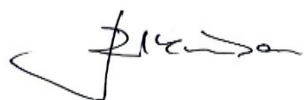
Management Action incorporates various options such as supervisory guidance, counselling, mentoring, remedial training, customer service training, performance monitoring.

The distinction with that is that Police (Performance) Orders 2016 provide structured mechanisms for addressing performance concerns including: Written Improvement Notices, Final Written Improvement Notices, Supervisory Intervention, Training and Development Plans, Ongoing Monitoring and Review. Escalation procedures where improvement is not achieved will then engage Key Accountability Message

A complaint does not necessarily result in formal disciplinary proceedings for accountability to occur. Many complaints result in management intervention, training, supervisory guidance or performance improvement measures.

These actions are designed to address deficiencies, improve service delivery and reduce the likelihood of future complaints. Such measures form an important part of the Bermuda Police Service's accountability framework.

RESPECTFULLY SUBMITTED



Jeffrey Elkinson

Chair of the PCA

Dated 21st June 2026

ⁱ THE PCA - We are authorized to supervise or investigate allegations of misconduct, neglect of duty or negligent performance of duty by any officer and incidents of death or serious injury. We are an independent body appropriate to ensure that there is independent oversight of the BPS.

As of the 1st February 2021, the remit of the PCA includes officers of the Royal Bermuda Regiment Coast Guard Unit. Members of the public can make a complaint about an officer where it involves any misconduct, neglect of duty or negligent performance of duty. We can also launch investigations on our own initiative if it's in the public interest to do so and, where the incident involves death or serious injury, the PCA will direct and supervise the investigation. Complaints can be made online. It will be submitted when you press the 'submit' button. The form is also available to download and print which can then be completed and sent by email. Complaints can also be made to the Commanding Officer of the Royal Bermuda Regiment Coast Guard Unit, the Professional Standards Department of the Bermuda Police Service or by attending at any Police station, the office of the Professional Standards Department or the office of the PCA to make a complaint. Any complaint made to an officer is immediately transmitted either to the Commanding Officer of the Royal Bermuda Regiment Coast Guard Unit or the Commissioner of Police. They are obliged by law to then immediately transmit the complaint to the PCA. In turn, complaints made to the PCA are notified to either the Commanding Officer of the Royal Bermuda Regiment Coast Guard Unit or the Commissioner of Police as appropriate. By providing oversight of complaints made against officers in these services and, in appropriate cases, independently conducting investigations of any misconduct, neglect of duty or negligent performance of duty by any officer, the PCA hopes to fulfil its mandated role and give the people of Bermuda confidence in those who serve in the Royal Bermuda Regiment Coast Guard Unit and the Bermuda Police Service.