

Office of the Police Monitor: What we learned about the complaint process

Part 1 : Introduction & project framing





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Part 2: Research process & prototyping

The background of the slide is a blurred photograph of several people in what appears to be a meeting or conference setting. The image is overlaid with a semi-transparent blue filter. The people are out of focus, with their faces and features softened. The overall tone is professional and collaborative.

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Part 3: Research themes



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Part 4 : Recommendations**