

Victims of Crime – Complaints Processes for Justice Agencies in British Columbia

This fact sheet provides information to victims of crime about the complaints processes of justice agencies in British Columbia

As a victim of crime in British Columbia, you may file a complaint if you believe a BC criminal justice agency or victim service program has infringed or denied your rights under the BC *Victims of Crime Act* or the *Canadian Victims Bill of Rights*.

Criminal justice system agencies in BC include the police (the RCMP and independent municipal police departments); Criminal Justice Branch (Crown Counsel/prosecutors); Court Services Branch (Court registry staff and sheriffs); Corrections Branch (adult probation officers and provincial correctional officers); and Ministry of Children and Family Development (youth probation officers and youth custody staff). There are also a number of victim services agencies. See the [JusticeBC website](#) to learn more about the role and responsibilities of these agencies in the criminal justice system.

If you have a complaint:

If you have a complaint you feel has not been resolved, the information below will help you navigate the next steps in the complaints processes for each BC justice agency.

Police Agencies

The process to file a complaint against a police officer or a police agency in BC will depend on whether the police officer is a member of the RCMP or an independent police department.

Royal Canadian Mounted Police (RCMP):

Complaints about RCMP officers can be made to the Civilian Review and Complaints Commission (CRCC). The Commission is an independent agency established to investigate complaints made by victims of crime and the public about the conduct of RCMP members. Please see the CRCC [website](#) for more information.

Independent Police Departments:

There are 13 independent police departments in BC. See the Ministry of Justice website for a list of the independent police departments. The Office of the Police Complaint Commissioner (OPCC) oversees complaints about police officers employed by independent police departments. Please see the OPCC [website](#) for further information.

Corrections Branch

For complaints about BC Corrections Branch (bail supervisors, probation officers, and correctional officers), victims can speak to the person in charge (e.g., the warden of the correctional facility, the local probation office manager, or the regional probation manager). See the [directory](#) to find location and contact information of correctional facilities and probation offices.

If the complaint is not resolved, victims can contact the Investigation and Standards Office (ISO) which is independent of BC Corrections. See the ISO office [website](#) for more information.

Court Services Branch

For complaints about the Court Services Branch, including Court registry staff and sheriff services, victims can speak to the local field office manager. A list of court services locations is available [here](#).



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Criminal Justice Branch

The Criminal Justice Branch's policy entitled Complaints and Enquiries Relating to Specific Prosecutions ([COM 1](#)) applies to complaints made concerning prosecutions conducted by the Branch, including the conduct of Crown Counsel. Complaints regarding specific prosecutions, and requests for further information about the Branch's complaint process, should be directed to the Administrative Crown Counsel in the office responsible for the prosecution.

Ministry of Children and Family Development (Youth Justice)

The Ministry of Children and Family Development provides youth justice services including youth probation officers, youth custody services and youth forensic psychiatric services.

Ministry of Children and Family Development (Youth Justice) (continued)

For complaints about youth justice staff, victims can contact the local Ministry of Children and Family Development office (toll-free: 1-877-387-7027) and ask to speak to a complaints specialist. The complaints process is set out on the Ministry of Children and Family Development [website](#).

Federal justice agencies

Federal justice agencies including the Correctional Service of Canada and the Parole Board of Canada have separate complaints processes, including the Office of the Federal Ombudsperson for Victims of Crime. Please see www.victimfirst.gc.ca/ for more information.

Victim Services

Victim service agencies include [VictimLinkBC](#) and local police-based and community-based victim service programs funded by the Ministry of Justice. In addition, the Ministry of Justice operates the Crime Victim Assistance Program (financial assistance and benefits); the Victim Safety Unit; and the Victim Court Support Program.

Local police-based and community-based victim service programs:

For complaints about a local victim service program, victims can speak to the victim services worker's supervisor. See here for a [directory](#) of programs.

If the complaint is not resolved, victims can contact the Community Safety and Crime Prevention Branch, Ministry of Justice at: 604-660-5199 or by email: victimservices@gov.bc.ca and ask to speak to the program manager responsible for the victim service program. There is a complaints resolution process to address victim complaints.

Ministry-operated programs (Crime Victim Assistance Program; Victim Safety Unit; and Victim Court Support Programs):

For complaints about ministry-operated programs, victims can speak to the individual's supervisor.

If the complaint is not resolved, victims can speak to the program director by contacting the Community Safety and Crime Prevention Branch, Ministry of Justice at 604-660-5199 or by email: victimservices@gov.bc.ca

Depending on the nature of your complaint, you also have the right to file a complaint with BC's Office of the Ombudsperson. See www.bcombudsperson.ca for more information.

Ministry of Justice
Community Safety and Crime Prevention Branch
Victim Services and Crime Prevention Division
302 – 815 Hornby Street, Vancouver, BC V6Z 2E6
Phone: 604 660-5199 | **Fax:** 604 660-5340
Email: VictimServices@gov.bc.ca
www.pssg.gov.bc.ca/victimservices



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