

Complaint Resolution Process

We are committed to addressing your service concerns.
If you have a service complaint, we want to help!

You can...

1 Talk to us

by calling the ministry at [1 866 866-0800](tel:18668660800) or by visiting a ministry/Service BC office

If you can't find a solution

2 Talk to a supervisor

Request to talk to a supervisor by calling the ministry at [1 866 866-0800](tel:18668660800) or by visiting a ministry/Service BC office

If you can't find a solution

3 Talk to a service quality manager

Request to talk to a community relations and service quality manager by calling the ministry at [1 866 866-0800](tel:18668660800), by visiting a ministry/Service BC office or by sending your request by email to: SDD.ServiceInquiries@gov.bc.ca

This will not affect your right to use the reconsideration and appeal process.

We are committed to providing consistent and high quality services. This means following our ministry's service code, service standards and the professional values of the BC Public Service. More information is available on the ministry website at: gov.bc.ca/sdpr

For more information, please call toll-free: [1 866 866-0800](tel:18668660800)