

# Complaint Resolution Process

We are committed to listening and addressing your service concerns at the first point of contact.

*If you have a complaint about the service, we want to help!*

You can ...



Using this complaint resolution process does not affect your right to use the Reconsideration and Appeal Process.

Ministry staff are committed to providing consistent and high quality services that support our ministry's Service Code, the professional values of the BC Public Service and Service Standards. Details for all of these can be found online at: [www.gov.bc.ca](http://www.gov.bc.ca)

For more information, please call toll-free: 1 866 866-0800