



COURT SERVICES BRANCH - COMPLAINT FORM

HOW TO FILE A COMPLAINT

If you have a complaint about the service provided by Court Services Branch (CSB), please complete this form and deliver it to the courthouse manager, inspector or any CSB employee.

You may also submit your complaint to our provincial headquarters by:

- Email: CSBfeedback@gov.bc.ca
- Mail: P.O. Box 9249 Stn Prov Govt, Victoria, BC, V8W 9J2
- Fax: 250 356-8152

If you have provided us with your contact information, we will keep you informed of the status of your complaint. The exact timing of this follow-up will vary depending on the nature of the complaint and your availability.

For complete details about our complaint process, please refer to the CSB Complaints Policy available at: <https://www2.gov.bc.ca/gov/content/justice/courthouse-services/courthouse-roles>

YOUR DETAILS [To be kept informed of the complaint process, you must provide valid contact information]

First and Last Name _____

Is this complaint being submitted on someone's behalf? If yes, please explain.

Mailing Address [If you would like to be contacted by mail]:

Phone Number: _____ Email Address: _____

COMPLAINT SUMMARY

Please indicate service area associated with your complaint:

- Court Administration Sheriff Services Bailiff Services Interpreter Services Other

When did the incident occur? [Please include specific date and the approximate time]

Where did the incident occur? If applicable, provide names of any CSB employees involved or witness to the incident. [Please be as specific as possible]

Were there any other witnesses to the incident? If so, please list their names and contact information.

COMPLAINT DETAILS [Use this section to provide a detailed account of your complaint and any relevant background. Attach additional pages as needed.]

TO BE COMPLETED BY CSB EMPLOYEE RECEIVING THIS COMPLAINT

This complaint was received on (yy/mm/dd): _____

Name of person receiving complaint: _____

Office receiving complaint: _____

How was the complaint received? In person By mail By phone By email By fax

Were you able to resolve the issue at the time the complaint was filed? If "Yes", please explain.

