



#### WHO WE ARE

**THE COURT SERVICES BRANCH (CSB)** team consists of over 1,300 staff at 89 court locations in B.C. We are responsible for court administration and sheriff services in the province. As a team, we are committed to ensuring the justice system is safe, accessible, and has the confidence of its citizens.

CSB employees do their best to make the courts understandable and available to all British Columbians, while contributing to the justice sector. Every one of us at CSB works to make the administration of justice better, safer, more efficient and affordable for people, while earning the public's trust and confidence.

Every year sheriffs transport over 100,000 prisoners throughout the province; travelling about 2 million kilometres on the ground and logging 5,600 hours in the air. Over 800,000 criminal and civil appearances are held every year and 1.25 million documents are processed annually across our court registries.



#### FIND OUT MORE

To view CSB's Complaints Management Policy in detail, please visit us at <https://www2.gov.bc.ca/gov/content/justice/courthouse-services/courthouse-roles>

#### AUTHORITY

Information sharing legislation can be found in Freedom of Information and Privacy Protection Act.

Access to court files and documents by the public is determined by policies set by the Court of Appeal, B.C. Supreme Court and the Provincial Court.



Ministry of  
Attorney General



# COURT SERVICES BRANCH

## *Feedback Process*



Ministry of  
Attorney General

# COURT SERVICES BRANCH: *Feedback Process*

## WE WOULD LOVE YOUR FEEDBACK

At CSB, we're committed to service excellence. Your comments may be our opportunity to improve our services or acknowledge staff for a job well done. While we always welcome any positive comments you may have, we also want to know if you're dissatisfied with our service. Your feedback helps us continually improve the services we provide to the public.

## COMPLAINTS OUTSIDE OUR AUTHORITY

We're unable to accept complaints related to actions or decisions of the judiciary, actions of Law Society members, the outcome of a court file, or services delivered by another agency.

## OUR COMMITMENT

We want to respond to your complaint in the most efficient, consistent and professional manner possible. Our complaints process is governed by the principles of:

**ACCOUNTABILITY:** The complaints process is an integral part of overall performance and quality improvement.

**CONSISTENCY:** Our commitment is to treat you respectfully and fairly, regardless of which courthouse is providing the service.

**TIMELINESS:** All complaints will be dealt with in an expedient manner, consistent with any timelines specified in policy.

## MAKING AN INFORMAL COMPLAINT

If your complaint is minor in nature and you believe it can be resolved through discussion, we encourage you to speak with any staff member. You may also arrange to speak with the manager present. The sooner we become aware of your concern, the sooner we can begin working on a solution.

## MAKING A FORMAL COMPLAINT

If you wish to submit a formal complaint about the service you've received, please complete a complaint form and deliver it to the courthouse manager, inspector or any CSB employee. Complaint forms are available at the registry counter, sheriff office, and at <https://www2.gov.bc.ca/gov/content/justice/courthouse-services/courthouse-roles>.

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

**EMAIL:** [CSBfeedback@gov.bc.ca](mailto:CSBfeedback@gov.bc.ca)

**MAIL:** P.O. Box 9249 Stn Prov Govt, Victoria, B.C., V8W 9J2

**FAX:** (250) 356-8152

## WHAT CAN YOU EXPECT

- ✓ **WE WILL REVIEW** your complaint and determine how to proceed.
- ✓ **WE AIM TO ACKNOWLEDGE** receipt of all written complaints within 5 working days.
- ✓ **WE MAY CONTACT YOU** for more information.
- ✓ **FOR COMPLEX ISSUES**, we'll keep you informed along the way.
- ✓ **OUR GOAL** is to find a resolution to all formal complaints within 45 working days.

