

The *Canadian Victims Bill of Rights (CVBR)* provides victims with the **right to information, protection, participation and restitution**.

The Parole Board of Canada (PBC) is committed to respecting victims' rights under the CVBR. If you are a victim registered with the PBC and believe that your rights under the CVBR have not been respected, you have the right to file a complaint.

### Before submitting a complaint:

Before submitting a formal complaint to the Board, you are encouraged to first speak with one of our Regional Communication Officers (RCO). The RCO is there to assist you, and may be able to address your issue or concern quickly and informally. To speak to an RCO in your region, please call 1-866-789-INFO (toll free).

### To submit a formal complaint to the PBC:

- ✓ Complete the PBC Victim Complaint Form available at [www.canada.ca/services/paroleboard](http://www.canada.ca/services/paroleboard) or call 1-866-789-INFO (toll free) to request a printed copy of the form.
- ✓ Where indicated on the form:
  - State which of the four rights under the CVBR you believe has not been respected;
  - Describe in detail the nature of your complaint;
  - Describe the resolution you are seeking through your complaint; and
  - Sign and date your completed form.
- ✓ Send the completed form by email, fax or regular mail to the address indicated on the form.
- ✓ Inform the PBC in writing at the same address should you decide to withdraw your complaint.

Following receipt of your complaint, the PBC will send you an acknowledgement within 2 business days. We will try to resolve your complaint within 20 business days. Where additional time is necessary, a PBC representative will contact you within 20 business days to provide a status update.

### Complaints that fall outside the scope of the CVBR include:

- Complaints about the law (e.g. parole eligibilities)
- Complaints about any PBC parole decision
- Complaints about pardons or criminal record suspensions
- Complaints about issues that fall outside the PBC's jurisdiction or mandate (e.g. Wardens' decisions, transfers, offender security level)

### Questions?

Contact a local Regional Communications Officer at 1-866-789-INFO (toll free) or visit us online at [www.canada.ca/services/paroleboard](http://www.canada.ca/services/paroleboard).

**This fact sheet is part of a series designed for victims on Parole Board of Canada processes.**

**Victims Info-Line: 1-866-789-INFO (4636)**  
**[canada.ca/services/paroleboard](http://canada.ca/services/paroleboard)**

