



## VICTIM COMPLAINT FORM

**PUT AWAY ON FILE**  
▶ Victim Module (VAM)

Complaint submitted against the Correctional Service of Canada (CSC)  
pursuant to subsection 25(1) of the *Canadian Victims Bill of Rights*

### INSTRUCTIONS

Before beginning the complaint process, please ensure that the subject of your complaint is within the jurisdiction of CSC to resolve. For example, CSC does not have the authority to resolve complaints about matters relating to convictions and sentencing by the courts, or offenders under provincial jurisdiction.

A national toll-free phone number (1-866-806-2275) is available to victims to inquire about the victim complaint process or to ask specific questions about complaints they have filed, such as the status of the complaint or the implementation of a recommendation.

A victim who wishes to withdraw a complaint may do so by notifying the [Victim Services Division](#) in writing.

### PRIVACY NOTICE STATEMENT

The information you provide on this form is collected by CSC under the authority of the *Canadian Victims Bill of Rights* (CVBR) for the purpose of reviewing your concerns and responding to your complaint. You have the right to the correction of, access to, and protection of your personal information under the *Privacy Act*. Personal information collected through the processing of your complaint will be stored in the Personal Information Bank CSC PPU 135 and can be accessed and assessed for accuracy by sending a written request to the Director, Access to Information and Privacy, at the Correctional Service of Canada (340 Laurier Avenue West, Ottawa, ON K1A 0P9).

**Please note that your personal contact information, such as your telephone number and address, will not be shared without your consent with the offender who harmed you.**

For more information, visit [Information about programs and information holdings](#).

If after an assessment by the Correctional Service of Canada, it is determined that this complaint falls under the mandate of another Government of Canada Department or Agency with a CVBR complaints mechanism, I consent to the Correctional Service of Canada sharing this complaint form and attachments with the applicable Government of Canada Department or Agency.

(Please note that your complaint will only be forwarded if you select 'Yes', below.)

Yes                      No

**Type or print legibly. Answer as many questions as you are able.**

### PART A – VICTIM INFORMATION

Victim Name (print)	Date of Birth (YYYY-MM-DD)
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Complete address (No., Street, City, Province, Country, Postal)
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Telephone Numbers ((###) ### - ####)		
Home	Work	Cellular

If under 18 years of age, indicate the name of your parent or guardian (print)
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Please choose one of the following options:

I would like to receive all correspondence related to this complaint at the address listed above.

I would like all correspondence related to this complaint be sent to the following name and complete mailing address:

I would like all correspondence related to this complaint be sent to the following email address:

**PART B – OFFENDER/CRIME INFORMATION (if available)**

Name of offender (print)	Date crime or event occurred (YYYY-MM-DD)
Type of crime	Location of crime (City, Country)
Sentence	Sentencing Date (YYYY-MM-DD)

**PART C – COMPLAINT INFORMATION**

Please indicate which of the following rights you believe has/have been infringed or denied by CSC.

Right to information

Right to protection

Right to participation

Right to restitution

How do you think this complaint could be resolved?

**PART D – STATEMENT OF COMPLAINT**

Statement of complaint

## PART E – SIGNATURE OF COMPLAINANT

To the best of my knowledge, I am a victim as per the definition in the *Canadian Victims Bill of Rights*.

Name (print)

Signature

Date (YYYY-MM-DD)

Once completed, please send form to:

By email: [victims-victimes@csc-scc.gc.ca](mailto:victims-victimes@csc-scc.gc.ca)

**OR**

By regular mail:

Victim Services Division  
Correctional Service of Canada  
340 Laurier Avenue West  
Ottawa, ON K1A 0P9

## OTHER USEFUL LINKS

[Canadian Victims Bill of Rights](#)

[CSC Victims Services](#)

[Information about programs and information holdings](#)

[Right to protection](#)

[Right to information](#)

[Right to participation](#)

[Right to restitution](#)