

Internal Use

PBC Victim Complaint Form

INSTRUCTIONS

Under the *Canadian Victims Bill of Rights* (CVBR), victims have a right to information, participation, protection and restitution. Any victim who believes that their rights under the CVBR have been infringed or denied by the Parole Board of Canada (PBC) has the **right to file a complaint** with the PBC. To file a complaint, complete this form and return it to the PBC at the address on page 2. Your complaint will be reviewed, and every effort will be made to resolve it as soon as possible. **Before submitting a complaint**, victims are encouraged to discuss any concerns or issues they may have with a PBC Regional Communications Officer (RCO), which can often be resolved informally. Please call 1-866-789-4636 (toll-free). **NOTE:** You may withdraw your complaint for any reason and at any time by writing to the PBC.

PART A - VICTIM INFORMATION

Ms. Mr.

Last Name

First name(s) Maiden name (if applicable)

Have you registered and been accepted to receive information as a victim from PBC? Yes (Go to **Part C**)
 No (Go to **Part B**)

PART B - ADDITIONAL INFORMATION

Address	City/Town	Province/Territory	Postal Code
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Telephone no. / Home	Telephone no. / Business	Facsimile	Cellular phone
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Email address

Name of offender:

Last Name First names(s)

Location where offender is incarcerated or on conditional release (if known): _____

Please turn this form over →



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PART C – COMPLAINT DETAILS

1. My rights under the *Canadian Victims Bill of Rights* were infringed or denied in respect of the following (check all that apply):

The right to: information participation protection restitution

2. Please describe in detail the nature of your complaint. (Use additional sheets if necessary. You may also include copies of any documents that you feel may assist the PBC with the review of your complaint. Do not include original documents.)

Blank lines for describing the nature of the complaint.

3. Please describe the resolution you are seeking through this complaint.

Blank lines for describing the resolution sought.

PART D – VICTIM SIGNATURE

Signature: _____

Date:

Y	Y	Y	Y	M	M	D	D
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PRIVACY NOTICE STATEMENT

The information you provide on this form is collected by PBC for the purpose of assessing a complaint under the *Canadian Victims Bill of Rights*. You have the right to the access to, correction of, 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 *Conditional Release Openness and Accountability (Victims, Observers and Requests for Access to the Decision Registry)* PBC PPU 015 and can be accessed and assessed for accuracy by sending a written request to the Director, Access to Information and Privacy, Parole Board of Canada, 410 Laurier Ave West, Ottawa, ON K1A 0R1.

IMPORTANT NOTE: If your complaint falls outside the PBC's mandate, we will forward it to the appropriate Government of Canada department or agency for follow-up to ensure it is dealt with in a timely manner. If you do not consent to this, check the following box: No, I do not consent.

WHERE DO I SEND MY COMPLAINT FORM?

Email:
victimcomplaints@pbc-clcc.gc.ca

Mail:
Victim Complaints
Parole Board of Canada
410 Laurier Ave W
Ottawa ON K1A 0R1

