

Submitting a complaint to the Parole Board of Canada

The [Canadian Victims Bill of Rights](#) (CVBR) provides victims with the right to be treated with respect, courtesy, compassion and fairness, the right to have their interests in the timely resolution of justice matters considered, as well as the right to information, protection, participation and to seek restitution.

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

Before submitting a complaint:

Before submitting a formal complaint, you are encouraged to first speak with one of the PBC's Regional Communications Officers (RCO). Our RCOs are available to provide support and information and may be able to address your concerns more quickly.

You can contact the [PBC regional office](#) nearest to you or speak to someone at 1-866-789-4636 toll free.

Note: Complaints that fall outside the scope of the PBC Victim Complaint Process include:

- Complaints about the law (e.g., parole eligibilities);
- Complaints about the outcome of PBC conditional release decisions;
- Complaints about pardons or criminal record suspensions; and
- Complaints about issues that fall outside the PBC's jurisdiction or mandate (e.g., decisions made by the Correctional Service of Canada relating to offender transfers and/or an offender's security level).

To submit a formal complaint to the PBC:

Complete and submit the PBC's [Victim Complaint Form](#) online. If you are unable to complete the form online, please contact PBC Victim Complaints at:

Victims-Victimes@pbc-clcc.gc.ca

Or by mail at:

PBC Victim Complaints
410 Laurier Avenue West
Ottawa, ON
K1A 0R1

Please inform the PBC in writing should you decide to withdraw your complaint at any time.

Related resources:

[Frequently Asked Questions - PBC Victim Complaints Process](#)

Canada.ca/victims-and-parole
Victims Info-Line: 1-866-789-4636