

Are you a Victim of Crime?

# Making a Complaint



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*This publication is one in a series of resources on victim's rights. Check out the publications **Know Your Rights** and **You Can Ask for No-Contact with the Offender**. We gratefully acknowledge the cooperation of the New Brunswick Department Justice and Public Safety. Many thanks to the professionals, Crown prosecutors, and other members of the New Brunswick Law Society who assisted with the review of this publication.*

*This publication does not contain a complete statement of the law in this area and laws change from time to time. Anyone needing advice on their specific legal position should consult a lawyer.*

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**[www.gnb.ca/publicsafety](http://www.gnb.ca/publicsafety)**

# Victims Have the Right to Make a Complaint

The information in this booklet is intended to help victims of crime in New Brunswick understand how to file a complaint with the appropriate agency or department if they feel their rights were violated as they navigated the criminal justice process.

Since victims may deal with several different provincial and federal criminal justice agencies, each with its own complaints process, knowing how and where to make a complaint can be confusing.

This booklet sets out the internal complaint mechanisms of the departments responsible for:

- reviewing complaints;
- making recommendations to correct rights violations; *and*
- letting victims know about the outcome of the review.

## Know Your Rights as a Victim

For more information about your rights see the booklet ***Are You a Victim of Crime? Know Your Rights***. It outlines the full range of victims' rights provided for in the ***Canadian Victims Bill of Rights***, which came into effect on July 23, 2015.

One of those rights is to make a **complaint** if you believe your rights have been violated.

# Police Agencies

## Municipal or Regional Police Force

You have the right to make a complaint if you believe police have **violated your rights** as a victim.

To make a complaint that your rights as a victim were denied or breached, send a written complaint to the **Chief of Police** or **officer in charge** of where the incident happened.

There are **9 regional/municipal police forces** in New Brunswick. Their contact info is available at:

**New Brunswick Department of Justice  
and Public Safety**

[www.gnb.ca/publicsafety](http://www.gnb.ca/publicsafety)

If you prefer, you can send a written complaint directly to:

### New Brunswick Police Commission



**Email** nbpc@gnb.ca



#### Mail

**New Brunswick Police Commission**  
Fredericton City Centre  
435 King Street, Suite 202  
Fredericton NB E3B 1E5



If you prefer, you can access the  
online complaint form

[www.nbpolicycommission.ca/site/en/](http://www.nbpolicycommission.ca/site/en/)



Questions about filing your complaint?

**(506) 453-2069**

[www.nbpolicycommission.ca/site/en/](http://www.nbpolicycommission.ca/site/en/)

## Royal Canadian Mounted Police (RCMP)

If you feel your rights, under the ***Victims Bill of Rights***, have been infringed by the RCMP, you can complain formally to either:

- **Civilian Review and Complaints Commission for the RCMP** (the Commission) at [www.crgcc-ccetp.gc.ca](http://www.crgcc-ccetp.gc.ca); or
- a member or employee of the RCMP

After the complaint is reviewed, a Final Report will be issued to the complainant.

If you are not happy with the response outlined in the Report, you can ask the New Brunswick Police Commission to review it.

- **If satisfied**, the Commission will report back in writing to you, the RCMP employees involved, the Minister of Public Safety, and the Commissioner of the RCMP.
- **If not satisfied**, the Commission may consider further action such as starting its own investigation, sending an Interim Report to the RCMP Commissioner and Minister of Public Safety, and so on. The RCMP Commissioner must respond to an Interim Report and offer explanations.

*The New Brunswick Police Commission does not deal with complaints against the RCMP. They may be able to assist you in forwarding your complaint to the RCMP.*

# Victim Services

## NB Department of Justice and Public Safety

If you disagree with the decision made about your **eligibility** or **compensation** received through the compensation for **Victims of Crime program**, you can write directly to the Minister of Justice and Public Safety to appeal. The Minister will review your file and any new information relating to the grounds of appeal and will let you know in writing the results of your appeal and the reasons for the decision.



### Mail

**Department of Justice and Public Safety**  
Minister of Justice and Public Safety  
Marysville Place  
Floor: 3 P. O. Box 6000  
Fredericton, NB Canada E3B 5H1

If you believe your rights as a victim were **denied** by staff at Victim Services, you should contact the **regional director** in your area to discuss your concerns.

### Victim Services – Regional Directors

Central	506-453-2768
South	506-658-3742
North	506-735-2030
East	506-856-2875

If you have concerns about your access to Victim Services, contact the nearest **Victim Services office** to ask for an explanation.

### Victim Services Offices in New Brunswick

Bathurst	506-547-2924
Campbellton	506-789-2388
Edmundston	506-735-2543
Elsipogtog First Nation	506-523-4747
Fredericton	506-453-2768
Grand Falls	506-473-7706
Miramichi	506-627-4065
Moncton	506-856-2875
Saint John	506-658-3742
St. Stephen	506-466-7414
Tracadie-Sheila	506-394-3690
Woodstock	506-325-4422

If you are **not satisfied** with the response by the Department of Justice and Public Safety, you can make a complaint to the **New Brunswick Ombudsman**.

## To make a complaint with the New Brunswick Ombudsman



Submit a complaint form **online**:  
[www.ombudnb.ca](http://www.ombudnb.ca)

Or contact them for more information at:



**Phone**

1-888-465-1100



**Fax**

506-453-5599



**Email** [ombud@gnb.ca](mailto:ombud@gnb.ca)



**Mail**

**New Brunswick Ombudsman**

P. O. Box 6000, Fredericton, NB

Canada E3B 5H1

## National Office for Victims

The **National Office for Victims, Public Safety Canada** has an obligation to:

- provide victims with general information about the criminal justice system; *and*
- refer victims to the CSC and the PBC so that they can obtain information about the offenders who harmed them.

If you feel that either or both of the above obligations were not met, this could be a violation of your rights under the *Victims Bill of Rights*.



To make a formal complaint, contact the **National Office for Victims** by submitting:

- your **name, telephone number, and address**;
- a **description** of how you feel your rights were violated;
- the **date** the alleged violation occurred with a **brief description of events**.

### National Office for Victims



**Phone**

1-866-525-0554



**Fax**

613-949-6507



**Email**

[nationalofficeforvictims@ps-sp.gc.ca](mailto:nationalofficeforvictims@ps-sp.gc.ca)



**Mail**

**National Office for Victims**

Public Safety Canada

269 Laurier Avenue West

Ottawa ON K1A 0P8



[www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-en.aspx](http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-en.aspx)

## Victim Services provided by Police Agencies

Some police forces have victim services units that provide assistance to victims at the scene of a crime.

To make a complaint about one of these services, follow the appropriate complaint protocol outlined in the section on **Police Agencies**.



# Corrections and Parole

## NB Department of Justice and Public Safety, Community and Correction Services Branch

If you wish to make a complaint or raise a concern directed at the Corrections Branch regarding your rights as a victim, the Department of Justice and Public Safety, Corrections Branch encourages you to contact your local office of Victim Services.

**See page 5 for a list of Victim Services Offices in New Brunswick.**

The Victim Services office will work through the Director of Correctional Services to have the complaint addressed.

If you feel your complaints or concerns are not being addressed adequately by the Department of Justice and Public Safety, you can contact the New Brunswick Ombudsman. (See page 6.)



## Correctional Service of Canada (CSC)

You can file a complaint against the CSC if:

- you feel your right to information was violated by, for example, not receiving information about upcoming decisions in the offender's case; *and/or*
- you feel any of your rights under the *Victims Bill of Rights* were violated during victim registration or during the processing of a no-contact order.

### To make a complaint to CSC:



**Phone** 1-866-806-2275



**Email**

GEN-NHQVictimServices@CSC-SCC.gc.ca

If you are unhappy with the CSC's investigation into your matter, you can contact the **Office of the Federal Ombudsman for Victims of Crime**.

### Office of the Federal Ombudsman for Victims of Crime



**Phone**

**Toll-Free: 1-866-481-8429**

**Outside of Canada: 613-954-1651**



**Fax** 613-941-3498



**Email**

victimfirst@ombudsman.gc.ca



**Mail**

**Office of the Federal Ombudsman  
for Victims of Crime**

P.O. Box 55037

Ottawa, Ontario K1P 1A1

## Parole Board of Canada (PBC)

If you feel your rights under the *Victims Bill of Rights* have been violated by the PBC, you should speak with a **Regional Communication Officer (RCO)**. These officers may be able to deal with your complaint faster than if you made a formal complaint. Call 1-866-789-INFO (4636) to speak with an RCO.

**If the RCO is unable to help you, you can complete a PBC Complaint Form and send it by either:**



**Fax**

**613-941-9426**



**Email**

**victimcomplaints@pbc-clcc.gc.ca**



**Mail**

**Victim Complaints**

Parole Board of Canada

410 Laurier Avenue West

Ottawa, ON K1A 0R1

The PBC Complaints Process **does not** address:

- decisions about whether or not someone was made eligible for parole; *or*
- complaints about pardons or criminal record suspensions.



For more information, visit the  
**PBC's Victim Complaint  
Process FAQs**



## Crown Prosecutors

### Public Prosecutions, New Brunswick Office of the Attorney General

To make a complaint about a provincial Crown prosecutor, you should initially contact the **Regional Crown Prosecutor** in your area:

Bathurst	506-547-2160
Campbellton	506-789-2308
Caraquet	506-726-2794
Edmundston	506-735-2027
Fredericton	506-453-2819
Miramichi	506-627-4015
Moncton	506-856-2310
Oromocto/Burton	506-357-4033
Saint John	506-658-2580
Tracadie-Sheila	506-394-3727
Woodstock	506-325-4416

If the Regional Crown Prosecutor cannot resolve your complaint, you should then be referred by the Regional Crown Prosecutor to the **Director of Public Prosecutions**.

If your complaint has still not been satisfactorily dealt with, you should then be referred to the **Attorney General of New Brunswick**.

## Public Prosecution Service of Canada (PPSC)

The PPSC is responsible for prosecuting charges with respect to offences created by federal laws. If a victim feels their rights have been violated, they can make a complaint against the PPSC regarding any of its employees, policies, procedures, or practices. However, victims **cannot** make complaints regarding anything outside the PPSC's scope, including: court decisions; or specific legislation.



For information on making a complaint, see the **Public Prosecution Service of Canada** website:

[www.ppsc-sppc.gc.ca/eng/cmp-pln/index.html](http://www.ppsc-sppc.gc.ca/eng/cmp-pln/index.html)

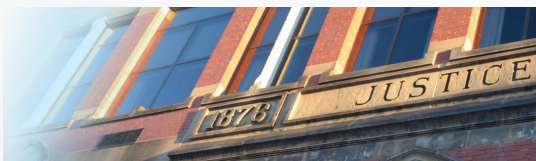
## Other Agencies

### New Brunswick Office of the Attorney General

If you feel your rights under the *Victims Bill of Rights* have been violated by a staff member at the **Court Services office**, you can make a complaint to the Court Attendance Supervisor at that location in writing, by telephone or in person.

If you are not satisfied with how your complaint was dealt with, or your complaint is about the **Court Attendance Supervisor**, you should address your concerns to the **Regional Director** responsible for that court location.

If you are still not satisfied, or your complaint is about the **Regional Director**, you can address your concerns to the **Executive Director of Court Services**. If you are still not satisfied, contact the **Assistant Deputy Minister, Court Services** in Fredericton, NB.



Find contact information on  
Court Services at [www.gnb.ca/justice](http://www.gnb.ca/justice)

### Department of Justice Canada

If you feel your rights under the *Victims Bill of Rights* have been violated by the Department of Justice Canada, you can make a complaint to the Department of Justice by email or by mail within **90 days** of the incident.

Before making your complaint, you must fill out a **Pre-Assessment Form** to see whether or not your complaint falls within the scope of the Department of Justice.

For more information on the complaint process, see [www.justice.gc.ca/eng/contact/complaint-plainte.html](http://www.justice.gc.ca/eng/contact/complaint-plainte.html).

## Department of Justice Canada



**Email** [VictimsRights@justice.gc.ca](mailto:VictimsRights@justice.gc.ca)



**Mail**

**Department of Justice Canada**

Policy Centre for Victim Issues

284 Wellington Street

Ottawa, Canada K1A 0H8

Within **3 business days**, you will be notified as to whether or not your complaint falls within the scope of the Department of Justice. If your complaint is “deemed admissible”, then you will also receive a complaint form along with the Department’s response.

On the complaint form, you will have to provide information such as details surrounding the incident in question and your contact information.

After that, you will receive a written response from the Department of Justice within **40 days**, unless this time period is extended because your case is particularly complex.

There are several remedies that may be available to you if the Department of Justice believes you to have been wronged:

- Letter of apology without prejudice;
- Correction of public documents;
- Changes to, or development of new, department practices or policies.



# Resources

## Making a Complaint: Helpful Websites

### Provincial Resources

New Brunswick Department of Justice  
and Public Safety

[www.gnb.ca/publicsafety](http://www.gnb.ca/publicsafety)

Public Prosecutions, Office of the  
Attorney General

[www.victimsfirst.gc.ca/mac-fup/index.html](http://www.victimsfirst.gc.ca/mac-fup/index.html)

Court Services, New Brunswick Department  
of Justice and Public Safety

[www.courtsnb-coursnb.ca/content/cour/en.html](http://www.courtsnb-coursnb.ca/content/cour/en.html)

Public Legal Education and  
Information Service of New Brunswick

[www.legal-info-legale.nb.ca](http://www.legal-info-legale.nb.ca)

New Brunswick Police Commission

[commissiondepolicenb.ca/](http://commissiondepolicenb.ca/)

New Brunswick Ombudsman

[www.ombudnb.ca/site/en/how-do-i-make-a-complaint#form](http://www.ombudnb.ca/site/en/how-do-i-make-a-complaint#form)

Child and Youth Advocate Office

[www.cyanb.ca/en/](http://www.cyanb.ca/en/)

## Federal Resources

National Office for Victims, Public Safety  
Canada

[www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-en.aspx](http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-en.aspx)

Policy Centre for Victim Issues,  
Department of Justice

[www.justice.gc.ca/eng/cj-jp/victims-victimes/aboutus-aproposdenous.html](http://www.justice.gc.ca/eng/cj-jp/victims-victimes/aboutus-aproposdenous.html)

Victims, Department of Justice

[www.justice.gc.ca/eng/cj-jp/victims-victimes/](http://www.justice.gc.ca/eng/cj-jp/victims-victimes/)

Civilian Review and Complaints  
Commission (RCMP)

[www.crcc-ccetp.gc.ca](http://www.crcc-ccetp.gc.ca)

National Parole Board of Canada,  
Victims of Crime

[www.canada.ca/en/services/policing/victims.html](http://www.canada.ca/en/services/policing/victims.html)

Correctional Service of Canada

[www.csc-scc.gc.ca/victims/003006-index-en.shtml](http://www.csc-scc.gc.ca/victims/003006-index-en.shtml)

Office of the Federal Ombudsman for  
Victims of Crime

[www.victimfirst.gc.ca/index.html](http://www.victimfirst.gc.ca/index.html)