Form: Complaint

About this form

Use this form to submit a formal complaint about:

- the Civil Resolution Tribunal (CRT) process for your claim
- the conduct of a CRT employee you interacted with
- the conduct of a tribunal member

Before you submit a complaint, read the CRT's policy "Complaints About the CRT Process, Staff, and Tribunal Members" on our website at https://civilresolutionbc.ca/resources/rules-and-policies

If your complaint is about a tribunal member, read the "CRT Code of Conduct for Tribunal Members" at https://civilresolutionbc.ca/wp-content/uploads/Tribunal-Member-Code-of-Conduct-Sep-2021.pdf

Send your completed form by email to complaints@crtbc.ca or by mail to the Civil Resolution Tribunal at: PO Box 9239 Stn Prov Govt Victoria, BC V8W 9J1

Within 5 business days of receiving your form, we'll contact you to confirm that we received it and to let you know what will happen next.

CRT Dispute Number (eg SC-2020-000001)
If you have a Dispute Number for your CRT claim, enter it here.
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Your Contact Information

This section is optional. You can submit your complaint anonymously, but if you don't give us your contact information, we won't be able to tell you the outcome of the review and investigation.

Your Name				
Daytime phone number	Email address			
Preferred Method of Contact We may have questions when we review your complaint. We'll also contact you to share the outcome of our review and investigation. □ Phone □ Email				



Civil Resolution Tribunal	Form: Complaint

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What is your complaint about?				
☐ The CRT process for my claim				
☐ The conduct of an employee I interacted with				
☐ The conduct of a tribunal member				
Name of employee or tribunal member If your complaint is about the conduct of a CRT employee just a first name if you don't know their full name. .	or tribunal member, what is their name? You can enter			
When did this happen?				
When did this happen? If your complaint is about the conduct of an employee or tribunal member, enter the date of the interaction. Or enter the approximate date or period of time involved in your complaint. .				
What happened? Describe your complaint.				
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Date submitted	Submitted by (print your full name)			