



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



- ☐ The CRT process for my claim
- ☐ The conduct of an employee I interacted with
- ☐ The conduct of a tribunal member

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Submitted by (print your full name)