



Complaints About the CRT Process, Staff, and Tribunal Members



If you have a formal complaint, we want to ensure that you are heard and take appropriate actions, if necessary, to address your concerns.

Use the complaint form to submit a formal complaint about:

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

Before submitting a complaint about a tribunal member, please read the CRT's [Code of Conduct for Tribunal Members](#).

Feedback

The CRT anonymously surveys people who have gone through the tribunal process. We use this feedback to improve the way we serve the public. If you have gone through the CRT process and would like to participate anonymously complete the [survey](#). Alternatively, you may send your feedback by email to feedback@crtbc.ca

If you don't agree with a CRT decision

If you don't agree with a CRT final decision, you can make an application to the BC Supreme Court for "judicial review". This is when you ask the court to review if the CRT's decision was reasonable or correct. Learn more about [judicial review](#).

If you don't agree with a CRT default decision or a CRT decision made against you for non-compliance, visit [our website](#) to learn about your options.

Filing a Complaint

How do I file a complaint?

Fill out the [CRT's Complaint Form](#). You may submit the form anonymously if you wish.

What happens after I file a complaint?

1. If you gave us your contact information, the CRT will contact you within 5 business days. We'll confirm that we received your form and let you know what will happen next.
2. Depending on the type of complaint, it will be reviewed by a senior employee or the CRT Chair.
 - Complaints about the CRT process will be reviewed by a director or the executive director.
 - Complaints about an employee will be reviewed by the employee's supervisor, manager, or director.
 - Complaints about a tribunal member or vice chair will be reviewed by the CRT chair or executive director.
3. The CRT will review your complaint and investigate if appropriate. An investigation will usually include discussing the matter with the employee or tribunal member involved. If you gave us your contact information, we may contact you for more information about your complaint.

If the complaint is about the conduct of a staff member and the claim is still open, the claim may be assigned to a different staff member.

If the complaint is about a tribunal member or vice chair, the complaint will not usually be investigated until they have issued their decision about your claim. This is so the investigation doesn't impact their independence and neutrality. If your concern is that the decision-maker may be biased or have a conflict of interest, you may have options:

- Contact your case manager so the CRT can consider whether another tribunal member should make the decision for your claim.
- Explain your concerns in the arguments you submit during the tribunal decision process. The tribunal member will consider whether they can make a decision about your claim.



A review or investigation usually takes 30-60 days. Once completed, the CRT will contact you to tell you the outcome of the review and investigation.

If you have questions about the status of your complaint, contact complaints@crtbc.ca.

How do I make a request for information about a CRT claim or the CRT process?

If you want information about a completed CRT claim, you can submit a [Claims Records Request form](#).

If you want information about the CRT process, visit our [website](#).

What if I'm not satisfied with the outcome of my complaint?

If someone other than a director or executive director handled your complaint, you can ask that your complaint be reconsidered. You may recommend the action you want the CRT to take. Send your request to complaints@crtbc.ca. Within 5 business days we'll confirm that we received your request. Within 60 days we'll tell you the outcome of the reconsideration.

If you aren't satisfied with the outcome of your complaint you may contact the Office of the Ombudsperson at:

Office of the Ombudsperson
PO Box 9039 Stn Prov Govt
Victoria, B.C. V8W 9A5

Telephone: 1-800-567-3247 (toll-free)
Fax: (250) 387-0198 (Victoria)
www.bcombudsperson.ca