

Making a Complaint to the Public Safety Canada Portfolio under the *Canadian Victims Bill of Rights (CVBR)*

Right to Information

Right to Protection

Right to Participation

Right to Seek Restitution

Learn more about [victim rights](#) throughout Canada's criminal justice system.

National Office for Victims (NOV)

The NOV provides general information to victims of federal offenders (serving a sentence of two years or more), criminal justice professionals and the general public about the corrections and conditional release system. It deals with complaints regarding a victim's **right to information** when requested from the NOV.

You may submit a [complaint to the NOV](#) and/or view the complaint process.

Contact information

Email: nationalofficeforvictims@ps-sp.gc.ca

Correctional Service of Canada (CSC)

The CSC's National Victim Services Program provides services to victims of federal offenders through dedicated Victim Services Officers (VSOs).

The CSC deals with complaints regarding a victim's **right to information, protection, participation, and restitution**.

You may submit a [complaint to the CSC](#). You may also view the [CSC complaint process](#).

Contact information

Phone: 1-866-806-2275
Email: victims-victimes@csc-scc.gc.ca

Parole Board of Canada (PBC)

The PBC makes decisions to grant, deny, cancel, terminate or revoke parole for federal offenders. The PBC also makes parole decisions for offenders serving sentences of less than two years in all provinces and territories, except Alberta, Ontario and Quebec, which have their respective parole boards.

The PBC deals with complaints regarding a victim's **right to information, protection, and participation**.

You may submit a [complaint to the PBC](#) and/or view the complaint process.

Contact information

Phone: 1-866-789-4636
Email: victimcomplaints@pbc-clcc.gc.ca

Royal Canadian Mounted Police (RCMP)

The RCMP's Victim Services program seeks to increase victim safety and victims' level of participation in the criminal justice system.

The RCMP deals with complaints regarding a victim's **right to information, protection, and participation**.

You may submit a [complaint to the RCMP](#) or visit your local RCMP detachment. You may also view the [RCMP complaint process](#).

Contact information

Phone: 1-866-432-5837

Canada Border Services Agency (CBSA)

The CBSA is required to follow the CVBR during a CBSA-led investigation into offences under the *Immigration and Refugee Protection Act (IRPA)*.

The CBSA deals with complaints regarding a victim's **right to information, protection, and participation**.

You may submit a [complaint to the CBSA](#). You may also view the [CBSA complaint process](#).