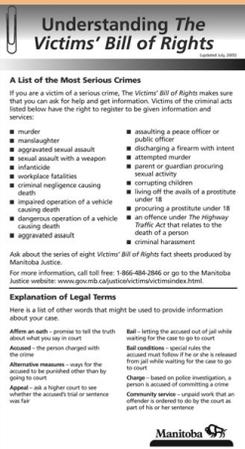


The Victims' Bill of Rights

Complaints Process

Please refer to *Understanding The Victims' Bill of Rights* for a current list of the most serious crimes to see if you are eligible for services under *The Victims' Bill of Rights*.

The meaning of the words in bold type are also explained in *Understanding The Victims' Bill of Rights*.



Manitoba Justice recognizes the need to offer information, assistance and support to victims of the most serious crimes.

Crime victim services workers:

- provide information about the justice system and community resources
- advise victims of their options, rights and responsibilities

For information

Call toll free: **1-866-4VICTIM**(1-866-484-2846)

Or go to: www.gov.mb.ca/justice/victims/victimindex.html

What is the Victims' Rights complaints process?

The Victims' Bill of Rights provides a **complaints** process for victims who feel they have not been treated fairly by the justice system. The complaint process allows you to have the director of Victims' Services investigate your complaint. Because of your complaint, the agency may introduce new procedures, to correct future problems. **Making a complaint cannot change the outcome of a case.**

Who can make a complaint?

- This complaint process is only for rights under *The Victims' Bill of Rights* that you specifically requested and feel have not been met.
- If the victim is deceased or incapacitated, the nearest relative or other designated person may file the complaint.

How do I make a complaint?

You can make a complaint by telephone or by sending a letter to the director of Victims' Services at the address listed on this fact sheet.

What happens after a complaint is made?

- The director must investigate the complaint, consult justice officials and take or recommend steps to address your concerns.
- You will receive a report on the results of the investigation, including information about the steps taken or recommended and your right to file a complaint with the provincial ombudsman.
- You will be given the opportunity to comment on the report.
- The director is allowed up to 30 days to complete the investigation and provide you with the report. The director may extend the time by 30 days or longer if the provincial ombudsman agrees. This may happen if extra time is needed to consult with you or someone else about the complaint or to complete the report.
- You will receive notice of the reason for the extension, when to expect the completed report and your right to complain to the provincial ombudsman about any time extension.

COMPLAINTS SHOULD BE DIRECTED TO:

Manitoba Justice Victim Services Branch

1410-405 Broadway
Winnipeg, MB R3C 3L6

Phone: 204-945-6851 in Winnipeg
Toll free: 1-866-4victim (1-866-484-2846)

Fax: 204-948-2229

