



## **SURFACE RIGHTS BOARD INFORMATION SHEET #10**

# **COMPLAINTS, COMMENTS AND SUGGESTIONS**

The Board welcomes complaints, comments and suggestions both as a way for the public to voice any concerns and as an opportunity to improve our rules, processes and organization. If you have any concerns about a particular situation, staff or Board member, or suggestions on how the Board does its job, we encourage you to communicate with us.

We want to ensure you are heard and that appropriate actions are taken to follow up and address any valid concerns.

These procedures are not intended for complaints about the outcome of Board decisions. If you are not satisfied with a written decision of the Board, your recourse is to seek reconsideration and judicial review of the Board's decision by the Supreme Court of BC (See: Information Sheet #9 – Judicial Review and Information Sheet #12 – Reconsideration).

### **How do I file a complaint or make a comment or suggestion to the Board?**

Send a letter or email to the attention of the Chair with details on your complaint, comment or suggestion. If you are concerned about a specific incident or conduct of a staff or Board member, please include the date, time, names of the persons involved and a summary of the incident and your concerns. Please include your contact information, including a daytime phone number.

### **What happens next?**

The Chair will write to you confirming the process that will be followed.

The Chair may provide a copy of your letter or email to the Board or staff member for response. The Chair may also contact you for further information.

If you are a party to an application and your complaint concerns the conduct of a Board member during a mediation or arbitration hearing, the Chair may hold off investigating a complaint until after the mediation has concluded or an arbitration decision has been issued. This is to avoid any possibility of compromising the impartiality of the Board member dealing with the case.

If you are a party to an application and your complaint is about possible bias or an apprehension of bias on the part of a Board member, you should raise those concerns during the hearing and provide the basis for your concern. As part of the Board's Code of Conduct, Board members must consider an allegation of a conflict of interest or bias raised during a hearing. The Board member will make a decision and, if appropriate, resign from the proceeding.

When the Chair investigates a complaint, he/she will write to you with the findings of the investigation. If your complaint is valid, the Chair will advise you of any corrective measures, including steps that will be taken to avoid similar problems in the future.

For comments and suggestions, the Board will consider your input and write back to you noting any changes that will be adopted.

<b>What if I am not satisfied with the outcome of a complaint?</b>
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If you are not satisfied with how your complaint was handled, or the outcome of the complaint, you may wish to contact:

Ombudsman of British Columbia  
PO Box 9039 Stn Prov Govt  
Victoria, B.C., V8W 9A5

Telephone: 1-800 -567-3247 (toll free)  
Fax: (250) 387-0198 (Victoria)  
Website: [www.ombud.gov.bc.ca](http://www.ombud.gov.bc.ca)

<b>What if my complaint is about the Chair?</b>
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You are welcome to raise your concerns directly with the Chair or you may wish to contact the Ombudsman.

For questions or other Information Sheets, please contact us or see our web site at:

**SURFACE RIGHTS BOARD**

1270 – 605 Robson Street Vancouver, B.C. V6B 5J3	Telephone: 604-775-1740 Facsimile: 604-775-1742 Toll-Free Telephone: 1-888-775-1740 Toll-Free Facsimile: 1-888-775-1742
E-Mail: <a href="mailto:office@surfacerightsboard.bc.ca">office@surfacerightsboard.bc.ca</a> Web Site: <a href="http://www.surfacerightsboard.bc.ca">www.surfacerightsboard.bc.ca</a>	
Application Forms and Information Sheets are available from any Service BC Centre (Government Agent) and Applications may be delivered to the Board either directly or through Service BC	