

# Ontario Review Board Complaints Policy

## Introduction

The Ontario Review Board is committed to providing a high quality of service to the public in conjunction with carrying out its mandate under Part XX.1 of the *Criminal Code*.

The purpose of the Ontario Review Board Complaints Policy (the “Complaints Policy”) is to create a transparent and fair method of responding to public complaints.

Many problems can be resolved easily and quickly, often at the time they arise, by speaking with the Board member or staff whose conduct is in question. If a problem cannot be resolved in this way or you otherwise wish to make a complaint, you must file a written complaint with the Board.

## Important Points about the Policy

- Dissatisfaction with the outcome of a Board decision is not a complaint. The appropriate way to deal with those issues are by way of appeal or judicial review.
- As part of the Ontario Review Board’s commitment to service quality, the Board will accept complaints about the quality of service received by the public. Complaints will be accepted from persons such as a party to a hearing, a party’s representative, friend or family member, a witness, or any member of the public who has dealt with the Board.
- The Complaint Policy applies to written complaints. Complaints that are not received in writing will be dealt with on a case-by-case basis, in a manner that the Chair or the Chair’s designate deems appropriate.
- The Board will respond to complaints and make every effort to resolve them. If this is not possible, the Board will make every effort to ensure that complainants understand the decision reached and feel that she/he has been treated fairly.
- A complaint may not be processed if it raises a matter that is not properly the subject of or dealt with using the complaints process, if it is made for an ulterior purpose or if the complainant does not provide further information.
- Contact information is found at the end of this policy.

## **Complaints Procedure**

### *Timeliness:*

A response will be provided within (30) working days after the complaint has been received.

### *Confidentiality:*

Complaints are kept confidential when received. However, complaints that go forward will require that the person who is the subject of the complaint and other persons involved *must* be advised in order to fully and fairly review the complaint.

### *Reporting Back:*

If the issue cannot be resolved right away, the Board will respond as soon as the matter has been reviewed. All concerned parties will be advised of the results of the review and any actions to be taken.

### *Making a Complaint about Board Policies and Procedures:*

- Complaints may be raised directly to any of the Board staff or members. However, if he or she cannot resolve the issue, the complaint may be forwarded to the person in charge of that department.

### *Making a Complaint about a Staff Member:*

- A complaint about a staff member may be raised with that person directly. If the staff member has not provided a satisfactory response, the complaint may be forwarded to the Registrar. The complaint may also be forwarded directly to the Registrar without first raising it with the staff member.

### *Making a Complaint about a Board Member:*

- A complaint shall be raised with the Chair (or designate). The Chair will then advise the member, conduct a review and fully respond to the complaint as soon as, in the Chair's opinion, it is appropriate to do so.

### *Making a Complaint about the Board Chair*

- The Minister or Minister's delegate is the most appropriate choice for reviewing complaints against the Board Chair. When a complaint is made regarding the

Chair, the procedure described above applies except that the review may be conducted by the Minister or his or her delegate. A complaint may be brought to the attention of the Board Chair initially to attempt to find a resolution.

## **Contact Information**

Chair: The Honourable Mr. Justice Richard D. Schneider  
Registrar: Ms Angie Baggetta

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