

## What must be written in a complaint?

Please complete the following (use an additional sheet if necessary):

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Name of the staff person against whom the complaint is made:  
\_\_\_\_\_

Details setting out clearly the reason for the complaint (include type of case, dates and circumstances leading to your complaint):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Where To Send Written Complaints

For complaints about the conduct of an employee of Court Services Division.

### Court Administrator of the appropriate region:

- Antigonish/Port Hawkesbury Justice Centres, 11 James Street, Antigonish, NS B2G 1R6
- Bridgewater Justice Centre, 80 Pleasant Street, Bridgewater, NS B4V 1N1
- Kentville Justice Centre, 87 Cornwallis Street, Kentville, NS B4N 2E5
- Halifax Law Courts, 1815 Upper Water Street, Halifax, NS B3J 1S7
- Metro Provincial Courts, 5250 Spring Garden Road, Halifax, NS B3J 1E7
- New Glasgow/Pictou Justice Centre, 115 MacLean Street, 1<sup>st</sup> floor, New Glasgow, NS B2H 4M5
- Supreme Court (Halifax Family Division), 3380 Devonshire Avenue, P.O. Box 8988, Station A, Halifax, NS B3K 5M6
- Sydney Justice Centre, Harbour Place, 136 Charlotte Street, Sydney, NS B1P 1C3
- Truro/Amherst Justice Centres, 540 Prince St., Truro, NS B2N 1G1
- Yarmouth/Digby/Annapolis Justice Centres, 403 Main Street, Courthouse, Yarmouth, NS B5A 1G3

### Victim Services

Regional Supervisors in the region:

- Annapolis/Digby/Hants/Kings/Lunenburg/Queens/Shelburne/Yarmouth Counties/ Kentville VS Office, 49 Cornwallis Street, Suite 204, Kentville, NS B4N 2E3
- Metro VS Office, 277 Pleasant Street, Suite 306 Dartmouth, NS B2Y 4B7
- Antigonish/Colchester/Cumberland/Guysborough Pictou Counties/New Glasgow VS Office, 115 MacLean Street, 2<sup>nd</sup> Floor, New Glasgow, Nova Scotia B2H 4M5
- Cape Breton/Richmond/Victoria and Inverness Counties/Sydney VS Office, 136 Charlotte Street, 4<sup>th</sup> Floor Sydney, NS B1P 1C3

### Department of Justice

Director of Court Services Division, 5151 Terminal Rd., P.O. Box 7, Halifax, NS B3J 2L6

# Department of Justice Court Services Division

## Public Complaints

What to do if you have a complaint about an employee of Court Services



**You may wish to speak directly to the staff person with whom you have a concern or ask to speak with their supervisor to clarify the situation.**

## Staff providing service

There are over 500 staff working within 35 courthouses and other facilities throughout the province. The court administration is managed through 13 Justice Centres, headed by 10 Court Administrators, who report to Directors of the Court Services Division.

The Division is also responsible for the management of Victim Services (VS), with offices throughout the province.

Staff perform a range of duties including answering phone calls, filing documents, clerical work, security, conciliation, and administration. They all provide important service based on their knowledge and experience.

## Do you have a complaint?

**You may wish to speak directly to the staff person with whom you have a concern, or ask to speak with their supervisor to clarify the situation.**

However, if you have a serious concern or are unhappy about the **conduct** of a staff person you may submit a **written** complaint to the Court Administrator or Victim Services Regional Supervisor.

**Misconduct is serious.** Examples could include inappropriate behavior, bias, conflict of interest, or neglect of duties.

## Procedure for dealing with complaints

Complaints must be made in writing using the form on the back of this pamphlet. The form is also available on the Department of Justice website: [www.ns.gov.ca/just](http://www.ns.gov.ca/just)

The Court Administrator receives complaints relating to court administration staff and the Regional Supervisor receives complaints regarding the Victim Services staff (VS). Complaints about a Court Administrator or a Regional Supervisor of VS go to a Director in the Court Services Division. Addresses are listed on the back of this brochure.

One or more of the following steps may be taken:

1. **Enquiries** may be made of you, the complainant, the staff person against whom the complaint is made, and appropriate others about the subject matter of the complaint;
2. **An attempt** may be made to resolve the complaint informally;
3. **The complaint** may be dismissed;
4. **Appropriate steps** may be made to ensure the problem is addressed or is not repeated.

A response will be made to the complainant within 45 days of receipt of the complaint.

## Principles of the complaint process:

**timeliness:** Complaints are dealt with within reasonable time frames.

**fairness:** The person against whom the complaint is made is advised of the complaint and has a chance to respond.

**consistency:** The process is the same for every complaint.

**transparency:** The process is known and understood by the complainant and the person against whom the complaint has been made.

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**To the extent possible, information about the complaint and its circumstances will be kept in confidence and only shared between the people dealing with the matter.**

There are exceptions where required by law, such as required reporting under the *Children and Family Services Act* and requests for information under the *Freedom of Information and Protection of Privacy Act*, or where the Minister of Justice considers it necessary to disclose information pertaining to the complaint.

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