

QUICK FACTS

Victim Services

The Correctional Service of Canada (CSC) wants to make sure that victims of crime are treated with fairness and respect. Dedicated Victim Services Officers (VSO) are available to provide victims with information about CSC and the offender who harmed them.

Who qualifies for CSC Victim Services?

CSC provides services to victims of federal offenders, which are those serving a sentence of two years or more.

A victim can be anyone who has suffered physical or emotional harm, property damage, or economic loss as the result of a crime.

If a victim is deceased or is not able to act on their own behalf, the following people may exercise that victim's rights:

- the victim's spouse or common-law partner;
- a relative or dependant of the victim; or,
- anyone who has custody of the victim, or is responsible for the care or support of the victim or their dependants.

Victims must register with CSC to access victim services or receive information.

How to register as a victim

If you want to receive information or access victim services from CSC, you must complete a [Request for Victim Registration](#) form.

You can submit the signed form to your nearest regional CSC or Parole Board of Canada (PBC) office.

You may also call the [CSC Victim Services office](#) closest to you and speak directly with a VSO who can help you with the registration process.

Victim statements

CSC encourages registered victims to provide information about their safety concerns and the impact that an offender's crime has had on them, their family and/or the community.

Is victim information given to offenders?

A victim's personal information (like their address and telephone number) will never be shared with or be made available to the offender without their consent.

CSC will not tell the offender if a victim contacts CSC Victim Services to receive information.

However, if a victim provides information that is used in a decision that affects an offender's release, CSC is required by law to share that information with the offender.

Receiving information

Registered victims can request information from CSC about the offender who harmed them. This includes:

- the date, destination and conditions of an offender's temporary absences from the institution or their release to the community;
- information on transfers with advance notice of transfer to a minimum-security institution;

- information about CSC's victim-offender mediation services;
- the date when an offender was removed from Canada by the Canada Border Services Agency (CBSA);
- information about an offender's progress on their correctional plan; and
- a current photo of the offender prior to the first release to the community and when the photo is updated by CSC.

This information can help victims understand the correctional and conditional release process and it can contribute to their safety.

Visit the [Victim Services section](#) of our website for more details about what information victims can receive.

Canadian Victims Bill of Rights

The Canadian Victim Bill of Rights (CVBR) establishes these statutory rights for victims of crime:

- the right to information
- the right to protection
- the right to participation
- the right to restitution

It also establishes the right for a victim to make a complaint if they believe that their rights were not respected.

Making a complaint

If you believe that your rights as a victim have been violated or denied, you can make a formal complaint with CSC.

CSC will review your complaint, make a recommendation to correct any violation and notify you about the results of the review.

If you would like to make a complaint, please contact CSC's Victim Services.

Contact CSC Victim Services

Toll-free: 1-866-806-2275

E-mail: victims-victimes@csc-scc.gc.ca

Web site: www.csc-scc.gc.ca/victims-victimes

Other resources

Parole Board of Canada – Services for Victims

Toll-free 1-866-789-4636

www.pbc-clcc.gc.ca

Department of Justice – Victims Fund

(Financial assistance to attend Parole Board hearings)

Toll-free: 1-866-544-1007

www.justice.gc.ca

The Office of the Federal Ombudsman for Victims of Crime

Toll-free: 1-866-481-8429

www.victimfirst.gc.ca

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