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Escalation of customer complaints to the BC Ferry Commission

After having submitted a complaint to BC Ferries and if the complainant still feels the complaint has not been resolved to their satisfaction, the complainant may escalate the issue to the BC Ferry Commission. The process to do so is as follows:

- The complainant may contact the Commissioners by way of a written submission within 30 days of final response from BC Ferries. The submission must include copies of all correspondence between the complainant and BC Ferries as evidence that the complainant has exhausted all avenues for complaints within BC Ferries.
- The Commissioners will determine whether the issue falls within their jurisdiction. If the issue falls outside the BC Ferry Commission's jurisdiction, the Commissioners will advise the complainant and BC Ferries accordingly.
- If the Commissioners determine that the issue falls within their jurisdiction and that all avenues of complaint has been exhausted within BC Ferries:
 1. BC Ferries will be advised of the complainant's submission. At the Commissioners' discretion, they may direct BC Ferries and the complainant to further attempt to resolve the matter before the Commissioners accept, begin or continue their review.
 2. If necessary, request further written submissions in response to questions from the Commissioners from either, or both, parties.
 3. Share any written submission in response to the Commissioners' queries with the other party to provide that party an opportunity to respond with a written submission.
 4. Once the Commissioners are satisfied with the information received, determine whether or not BC Ferries' response is fair and reasonable and consistent with its current policies and procedures.
 5. Advise both parties of the reasons for the determination.

Types of complaints that do not fall within the jurisdiction of the Commission:

- Customer service-recovery issues
- Operational issues
- Environmental issues
- Human rights issues
- Safety issues

Types of complaints that fall within the jurisdiction of the Commission:

- Price cap related matters for regulated fares
- Compliance with the Coastal Ferry Act, Coastal Ferry Services Contract and Commissioners' Orders
- Matters related to unfair competitive advantage
- Customer complaint process