

Where to raise your complaint if the OAG can't investigate

Issue	Where to send
City of Vancouver programs, services and bylaw enforcement <i>(e.g., street cleaning, waste management, graffiti, noise)</i>	311 Vancouver Phone: 311 (Vancouver only) 604-873-7000 (outside Vancouver) Website: https://vancouver.ca/van311.aspx
Employee Code of Conduct and Respect in the Workplace concerns	City of Vancouver staff can raise a complaint with <ul style="list-style-type: none"> • their supervisor/manager • their department's human resources consultant • their union representative • the City's Equity Office Website: https://vancouver.ca/your-government/respect-in-the-workplace.aspx Members of the public who believe they have experienced harassment from City staff can file a complaint under the City's Code of Conduct by contacting 311 Vancouver Phone: 311 (Vancouver only) 604-873-7000 (outside Vancouver) Website: https://vancouver.ca/van311.aspx
City of Vancouver – parking ticket or parking bylaw enforcement disputes	City of Vancouver Parking Ticket Inquiry Line Phone: 604-257-8732 Website: https://vancouver.ca/streets-transportation/ticket-questions-errors-and-disputes.aspx
Vancouver Park Board – paid parking lot ticket inquiries and disputes	EasyPark Website: https://www.easypark.ca/appeals-form
Unfair treatment by the City of Vancouver	BC Ombudsperson's Office Website: https://bcombudsperson.ca/
Mayor or City Councillor conduct	City of Vancouver Integrity Commissioner Website: https://vancouver.ca/your-government/integrity-commissioner.aspx
Vancouver Park Board Commissioner conduct	Park Board Integrity Commissioner Website: https://vancouver.ca/your-government/park-board-integrity-commissioner.aspx

Vancouver Police Department services or police officer conduct	<p>Professional Standards Section of the Vancouver Police Department (VPD)</p> <p>Website: https://vpd.ca/contact-us/compliments-complaints/</p> <p>Office of the Police Complaint Commissioner (OPCC)</p> <p>Website: https://opcc.bc.ca/</p>
Fraud committed by a third-party	<p>Local police agency</p> <p>Canadian Anti-Fraud Centre</p> <p>Website: https://antifraudcentre-centreantifraude.ca/index-eng.htm</p>
Freedom of Information and Protection of Privacy Act concerns	<p>Start by contacting the City of Vancouver's Access to Information and Privacy Office for assistance</p> <p>Website: https://vancouver.ca/your-government/freedom-of-information.aspx</p> <p>Freedom of Information (FOI) requests, questions or concerns</p> <p>Email: foi@vancouver.ca</p> <p>Phone: 311 (Vancouver only) 604-873-7000 (outside Vancouver)</p> <p>Privacy complaints or concerns</p> <p>Email: privacy@vancouver.ca</p> <p>Phone: 311 (Vancouver only) 604-873-7000 (outside Vancouver)</p> <p>Privacy and access complaints can be escalated to the Office of the Information & Privacy Commissioner for British Columbia (OIPC BC)</p> <p>Website: https://www.oipc.bc.ca/for-the-public/how-do-i-make-a-complaint/</p>
Landlord-tenant dispute resources	<p>Contact Landlord BC or the Tenant Resource Advisory Centre for advice and assistance:</p> <p>Landlords: https://landlordbc.ca/</p> <p>Tenants: https://tenants.bc.ca/</p>
Air quality concerns	<p>Metro Vancouver</p> <p>Phone: 604-436-6777</p> <p>Website: https://metrovancover.org/services/environmental-regulation-enforcement/air-quality-regulatory-program/make-an-air-quality-complaint</p>

Suspected wrongdoing by Vancouver Coastal Health	Vancouver Coast Health Whistleblower Hotline Toll-free phone: 1-855-962-1586 Email: vchwhistleblower@theneutralzone.ca Website: Whistleblower Hotline Vancouver Coastal Health
Suspected wrongdoing by Pacific National Exhibition (PNE)	PNE Speak Up Hotline Website: https://integritycounts.ca/org/pne