YOUTH in CUSTODY

Your LEGAL RIGHTS

This booklet explains your legal rights in youth custody centres in British Columbia, and how to exercise your rights.

Produced by Prisoners’ Legal Services
Getting Legal Help

You can call **Prisoners’ Legal Services** for legal help with problems in a youth custody centre. Phone calls to Prisoners’ Legal Services are not allowed to be listened to by youth custody centre staff. Anything you tell Prisoners’ Legal Services is confidential.

For help from Prisoners’ Legal Services, first call the Legal Services Society call centre for a referral number at 604-681-9736. Once you have a referral, you can call Prisoners’ Legal Services directly at **604-636-0464**.

Prisoners’ Legal Services phones are open Monday to Friday from 9:00 a.m. to 11:00 a.m. and from 1:00 p.m. to 3:00 p.m.

Other resources

**Executive Director of Youth Custody Services**

2nd Floor – 940 Blanchard Street, Victoria, BC, V8W 3E6
Telephone: 250-356-1970

**Legal Services Society**

604-681-9736

**Ombudsperson**

1-800-567-3247

**Representative for Children and Youth**

1-800-476-3933

**Youth Custody Complaints Manager/Inspector, Youth Justice Programs**

PO Box 9717, Stn Prov Govt, Victoria BC, V8W 9S1
Telephone: 250-387-1335
Contents

Basic rights ................................................................................................. 4
Custody level ............................................................................................... 5
Custody and supervision ............................................................................ 6
Transfer to adult prison ............................................................................... 11
Programs ..................................................................................................... 11
Visits ........................................................................................................... 13
Communication ........................................................................................... 14
Searches ....................................................................................................... 16
Use of force and restraints ......................................................................... 18
Discipline ..................................................................................................... 20
Separate confinement .................................................................................. 25
How to file a complaint .............................................................................. 29
Basic rights

The Ministry of Children and Family Development (the “Ministry”) is responsible for your care and control in youth custody.\(^1\) You have the right to be treated fairly while in custody in a youth custody centre.\(^2\) You also have the right to safe and humane custody and supervision.\(^3\)

The Ministry must use the **least restrictive measures** in limiting your freedoms in custody. This means you should be allowed to move around the centre as much as you want, unless staff must keep you from moving around for the protection of the public, staff or young people.\(^4\)

While in custody, you **keep all of the rights** you had in the community, except those rights that need to be taken away because of your sentence.\(^5\)

The Ministry must make decisions about your custody and supervision in an **open, fair and timely** way. The Ministry must set up an effective complaint procedure for you to use if you are unhappy with a decision made about you.\(^6\) See the section on complaints later in this booklet for more information about how to make a complaint.

These rights sound pretty good on paper. In reality, it might be hard to have your rights respected. If you think your rights are not being respected, call Prisoners’ Legal Services.

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2. Canada *Youth Criminal Justice Act* (“YCJA”), s. 3(1)(b)(iii).
3. YCJA, s. 83(1)(a).
4. YCJA, s. 83(2)(a).
5. YCJA, s. 83(2)(b).
6. YCJA, s. 83(2)(d).
Custody level

In British Columbia, there are two levels of custody – open and secure custody. Open custody is for youth who can be managed with less control. You have more privileges in open custody. Secure custody is for youth who have been found guilty of serious offences, who have committed a number of crimes or who cannot be managed in open custody.

There are two youth custody centres in British Columbia:

- Burnaby Youth Custody Services; and
- Prince George Youth Custody Services.

Both centres have an open and secure custody section.

The custody level you will be placed in must be the least restrictive level for you. The Youth Justice Court decides what level of custody you will be in. The Court will decide whether you will be placed in open or secure custody based on:

- how serious your offence was;
- your needs and circumstances, including your need to be close to family, school, work and support services;
- the safety of other young people in custody;

7 YCJA, S.83(2)(a).
8 Section 88 of the YCJA provides the province with authority to continue to use the Young Offenders Act (“YOA”) provisions regarding court determination of custody level. Those provisions are s.24.1(2) and s.24.1(3).
You or your parent can also apply to the Court for a review of a placement to secure custody.

You can call the Legal Services Society for help at 604-681-9736 on a decision to put you in secure custody or to apply for open custody.

Custody and supervision

The youth justice court can sentence you to a period of time you will serve in custody (known as your custodial sentence) and a period of supervision to be served in the community. You will normally serve two thirds of your sentence in custody, and one third under supervision in the community.

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9 YOA, s. 24.1(4); “Delegation of Authority Under the Youth Criminal Justice Act (Canada) and Young Offenders Act (Canada) Ministry of Children and Family Development” (January 18, 2010).
10 YCJA, s.42(2)(n),(o).
11 YCJA, s.42(2)(n).
Leaves from custody

While in custody, you can apply to the Provincial Director for a short-term leave from the youth custody centre for up to 30 days. This is called a “reintegration leave”. Leaves can be given for any of these reasons:

- medical;
- compassionate or humanitarian reasons (for example, to attend a funeral);
- rehabilitation; or
- reintegration into the community.\(^\text{12}\)

You can also apply for a reintegration leave for specific hours on approved days to:

- attend school or training;
- attend work or find work, or to do work or chores for your family;
- participate in programs to help you find a job or improve your education; or
- attend an out-patient treatment program or other program that will address your needs.\(^\text{13}\)

You can also apply to have your leave renewed.\(^\text{14}\)

\(^{12}\) YCJA, s. 91(1)(a).
\(^{13}\) YCJA, s. 91(1)(b).
\(^{14}\) YCJA, s. 91(2).
To apply for a reintegration leave, talk to your centre Probation Officer or Case Management team to make a request. The Reintegration Leave Coordinator will guide your application through the process. The decision is made by the centre Director, and should be made within 15 working days.¹⁵

Your leave can be revoked by the Provincial Director at any time.¹⁶ Your leave can be revoked if you fail to comply with a condition of your leave.¹⁷

You have the right to appeal a denial of your application for a leave to the Executive Director of Youth Custody Services:

Executive Director of Youth Custody Services
2nd Floor – 940 Blanchard Street
Victoria, BC, V8W 3E6
Telephone: 250-356-1970

You must appeal within 7 days of being told of the decision to deny your leave. Your appeal must be decided within 10 working days.

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¹⁵ “Delegation of Authority Under the Youth Criminal Justice Act (Canada) and Young Offender Act (Canada) Ministry of Children and Family Development” (January 18, 2010), page 4.
¹⁶ YCJA, s. 91(3).
¹⁷ YCJA, s. 91(4).
You can call Prisoners’ Legal Services for help to apply for a leave, for help if your leave has been revoked or to appeal a denial of your application for a leave.

**Continuation of custody**

Before you reach the end of the custodial portion of your sentence, the Attorney General or Provincial Director can apply to extend your time in custody instead of releasing you to the community. You can only be kept in custody up to the end of your sentence. ¹⁸

If this happens you have a right to a hearing in youth justice court.¹⁹

The youth justice court will decide to keep you in custody if it thinks there are reasonable grounds to believe that:

- you would be likely to commit a serious violent offence; and
- no conditions placed on you in the community would be able to stop you from committing the offence.²⁰

You can call the **Legal Services Society** for help with this hearing at 604-681-9736.

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¹⁸ YCJA, s.98(1).
¹⁹ YCJA, s.98(3).
²⁰ YCJA, s.98(3).
Suspension of community supervision

While you are serving your sentence under supervision in the community, you can be returned to custody. This can happen if the Provincial Director believes that you have breached a condition of your supervision or you are about to breach a condition of your supervision.21

You must receive notice of your suspension in writing.

If your release to the community is suspended because of an alleged breach of your conditions, the provincial director must review your case within 48 hours. The provincial director may order your release to the community or keep you in custody and refer your case to the youth justice court for review.22

You must be given the opportunity to speak at the review hearing. After hearing you speak, the youth justice court will decide if you will be maintained in custody.23

If your supervision in the community has been suspended and you have been referred for a review by the youth justice court, you can contact the Legal Services Society for help at 604-681-9736.

21 YCJA, s.106(1).
22 YCJA, s.108.
23 YCJA, s.109.
Transfer to adult prison

You can be transferred to an adult prison when you turn 18 years old. The decision to transfer you to adult prison is made by the Youth Justice Court, if the Provincial Director applies to have you transferred. You must be given a chance to be heard. The court must be convinced that a transfer to adult prison is in your best interest or in the public interest.24

When you turn 20 years old, you will be transferred to adult prison unless the Provincial Director orders that you stay in the youth custody centre.25

If you get a notice that the Provincial Director has applied to have you transferred to adult prison, you can call the Legal Services Society for help at 604-681-9736.

Programs

Your youth custody centre must have programs for you to take. Programs are meant to help you:

• improve your training or education;
• reduce your risk to the community; and
• rehabilitate and reintegrate into the community.26

24 YCJA, s.92(1).
25 YCJA, s. 93.
26 YCR, s.3(1).
You **must take part in programs** as directed by the centre Director, unless:

- you have permission from centre staff or medical staff;
- it is a religious program that you do not want to take part in; or
- it conflicts with a religious day of your faith.\(^{27}\)

Programs include:

- **Basic programs**: These are programs that you have a right to, such as educational, religious and recreational programs, and family visits.
- **Core programs**: These are programs to help you learn the skills to take part in society without doing crime. They include substance abuse, violence intervention and life skills.
- **Specialized programs**: These programs are directed at specific groups of youth, including Aboriginal youth, girls, violent offenders and youth with mental health or drug and alcohol problems.
- **Reintegration programs**: These programs help you return to the community by providing community based services.\(^{28}\)

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\(^{27}\) YCR, s.3(2).

Visits

You are allowed to have visitors while in custody.\(^\text{29}\) If you want to have someone visit you, ask to have your visitor added to your visits list.

Visits should be in private, if possible. Most custody centres have supervised visiting areas. You can ask to have your visit in a private area.\(^\text{30}\)

Your visitors will need to show identification and can be searched, even if they are not suspected of bringing in contraband.\(^\text{31}\)

The centre Director can only restrict your visits if they reasonably believe it is needed or advisable for the management, operation, security or safety of people in the custody centre. In that case, the centre Director can:

- refuse to allow someone to visit you;
- suspend, cancel or terminate visits;
- order that your visit be supervised; or
- put limits on when and how long your visits can take place.\(^\text{32}\)

You are also allowed to have visits from “privileged persons” in a private area. These include lawyers, the Representative for Children and Youth, the Ombudsperson, government representatives and the police.\(^\text{33}\)

\(^{30}\) Policy Manual, s. E 6.05.
\(^{31}\) Policy Manual, s.E 6.06, s. E 6.17, YJA, s. 32.2.
\(^{32}\) YCR, s.4(3).
Visits with “privileged persons” can be restricted only if the centre Director reasonably believes that the visit would jeopardize the security of the centre or the safety of someone, or would result in an offence being committed.  

If any of your visits are restricted, you must be given the reasons for the restriction. You or your visitor can ask the centre Director to **review** the decision. The Director must respond within 5 days of receiving your request.

If you are not happy with the review decision, you can ask for another review by the Executive Director of Youth Custody by calling 250-356-1970.

You should receive a response to this request within 5 days.

**Communication**

You are allowed to **phone or mail** friends, family, support people, government representatives and lawyers. You are allowed to make two 10 minute long-distance phone calls per week, paid for by the custody centre.

Your communication with “privileged persons” (lawyers, the Representative for Children and Youth and the Ombudsperson) must **not** be monitored. This includes phone calls and mail.

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34  YCR, s.4(5).
Communication with family, friends or support people can be listened to, read or recorded if staff have reasons to believe that you are:

- involved in illegal activities;
- harassing or harming others;
- doing something that might threaten the management, operation or security of the custody centre, or the safety of anyone;
- or to maintain or repair the recording system as needed.  

Your mail can also be looked at by staff to see if there is any contraband in it.  

The centre Director can restrict your right to communicate by phone or mail if he or she thinks it is a good idea for the management, operation or security of the custody centre, or for people’s safety. The custody centre should not restrict your right to contact a lawyer.

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38 YCR, s.7(3) and (5).
39 YCR, s.7(4).
Searches

Your integrity and dignity must be respected when you are searched.40 You can be searched:

- when you are entering or returning to the custody centre;
- to look for contraband (even if there are no reasons to suspect you have anything); or
- if staff have reasons to think you have contraband or are going to commit an offence.

Your room can also be searched for contraband or evidence related to an offence.41

Strip searches can only be done when you are admitted to, or returning to, the custody centre, or when authorized staff has reason to think you have contraband or evidence relating to an offence.42

Strip searches must be done by a staff person of the same sex as you, unless delay would put someone’s life or safety at risk. If possible, you should be told the reason for the strip search and how it will be done.43

Strip searches must be done with two authorized staff people present, in as private an area as possible and as quickly as possible.44 You should not be left undressed before or after the

41 YJA, s. 32.1.
42 Policy Manual, s. D 4.05.
43 YCR, s. 17 (4) and (2).
44 YCR, s. 17 (3).
search. You should not be fully undressed during the search. All strip searches should be a visual search only and at no time should there be physical contact between you and the staff person. Whenever you are strip searched, the staff member must file a written report.

A strip search is a visual inspection (no touching is allowed) by an authorized staff person of you and your open mouth, hands and arms, the soles of your feet and the insides of your ears. You may also be asked to run your fingers through your hair and bend over.

The other ways you can be searched are by:

- **a frisk search:** This is a pat down hand search or search using an electronic wand of you when you are dressed, including a search of your clothes, pockets and shoes. This must be done by a staff member of the same sex as you, unless it is urgent because of safety or security. Or,

- **a screening search:** This is a search of you when you are dressed using a visual inspection or a screening device like a drug dog, ion scanner or metal detector. A staff member of either sex can do this kind of search.

Searches, especially strip searches, can be very upsetting. Call Prisoners’ Legal Services if you think your dignity was not respected during a search.

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45 Policy Manual, s. D 4.08.
46 Policy Manual, s.D.4.08.
48 YCR, s. 17(1).
49 YCR, s. 16.
Use of force and restraints

Staff can only use force against you if all other ways of dealing with you have been tried and are not reasonable. Staff can use force only to:

- prevent or stop harm to someone else;
- prevent or stop an offence (including escape); or
- stop you from resisting or control you as needed for the security of the custody centre.

You must not be physically restrained longer than needed for these reasons, and usually no more than 30 minutes. The amount of force used must be reasonable and necessary.

Staff can use physical restraint devices approved by the centre Director. Only hand and leg restraints are approved for use. Staff are not allowed to use guns, tasers or mace against you.

The use of restraints must be the minimum possible and must not involve the use of pain unless it is needed to stop harm to someone. You should not be attached to anything unless it is needed in extreme circumstances. You should not be left alone while restraints are used against you.

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50 YCR, s. 15; Policy Manual s. D 5.09.
51 YCR, s. 14.
52 Policy Manual, s. D 5.02 and 5.04.
53 Policy Manual, s. D 5.06 and 5.08.
Physical restraint devices can be used only if needed to:

- stop you from escaping;
- keep you in custody and control; or
- if all other ways of dealing with you have been tried or are not reasonable, to
- prevent or stop harm to someone,
- prevent or stop an offence (including escape), or
- stop you from resisting or control you as needed for the security of the custody centre.

Physical restraint devices cannot be used for more than 1 continuous hour, unless the centre Director approves it or you are being escorted away from the custody centre.

The centre Director can approve use of physical restraint devices for up to 8 continuous hours if he or she thinks it is needed for the safety of the custody centre or the safety of another person, and other ways of dealing with you have been tried or are not reasonable.

The centre Director can allow you to be in physical restraint devices for more than 8 hours with the approval of the Executive Director, Youth Custody. This decision must be reviewed every 4 hours.\(^{54}\)

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\(^{54}\) YCR, s. 15; Policy Manual s. D 5.10.
If the use of restraints is causing you illness, injury or severe emotional or physical distress, it must be stopped.\textsuperscript{55}

 Discipline

The Youth Custody Regulation sets out a long list of “disciplinary infractions”. These include things like:

- disobeying a direction of staff;
- being insulting or abusive;
- roughhousing;
- giving or taking money or property without permission;
- disobeying a rule;
- having contraband;
- destroying or stealing property;
- assaulting or threatening someone; and
- taking intoxicants.

It is also an infraction to try to do any of the offences listed, or to help someone else do any of the offences. There are a total of 25 infractions listed in the Regulation.\textsuperscript{56}

\textsuperscript{55} Policy Manual, s. D 5.11.
\textsuperscript{56} YCR, s. 10.
If a staff person has reasons to think you have done any of the infractions, the staff person must stop you, or give you a chance to stop what you are doing or correct your behaviour. It is a good idea to apologize or offer to do something else to resolve the problem if you think it is fair. If the problem is resolved, you should not be charged with the offence.\(^{57}\)

Policy says that you can be locked in your room for up to 2 hours as a way to resolve the problem before you are charged.\(^{58}\) If you do not agree that this is a fair way to resolve the problem, ask to call Prisoners’ Legal Services right away.

If the staff person thinks the problem has not been resolved, he or she must file a written Incident Report with the centre Director, setting out the infraction you are accused of, what happened, and what he or she did to give you a chance to stop what you were doing or correct your behaviour.\(^{59}\)

You should be given a chance to tell your side of the story.\(^{60}\)

Policy says that the Senior Youth Supervisor will then decide if there are “reasonable and probable grounds” to believe that you committed the infraction.\(^{61}\) This means the custody centre does

\(^{57}\) YCR, s. 11.
\(^{58}\) Policy Manual, s. D 10.03.
\(^{59}\) YCR, s. 11(2).
\(^{60}\) Policy Manual, s. D 10.04.
not need to **prove** that you committed the infraction, and could lead to an unfair decision to find you guilty.

If you are found guilty, the Senior Youth Supervisor can impose one or more of the following punishments:

- a warning or reprimand;
- that you apologize;
- a reduction in your allowance;
- that you pay for damage or loss of property;
- loss of privileges or activities;
- extra work for up to 2 hours;
- that you be locked in your room for up to 2 hours; or
- that you be transferred to a different room or living unit.

The centre Director can also cancel a reintegration leave or transfer you to secure custody for up to 15 days. 62

You can be transferred to secure custody only if you escape or attempt to escape custody, or if it is needed for your safety or the safety of others. 63 You can apply to the centre Director for a review of a decision to transfer you to secure custody and you can have an adult advocate help you. 64

If your reintegration leave has been revoked, you must be provided reasons within 72 hours. You have the right to appeal the decision to the Executive Director of Youth Custody by calling 250-356-1970. You must appeal **within 7 days**.

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62 YCR, s. 12; Policy Manual, s. R 9.02 and D 11.03.
63 YOA, s. 24(2)(9); Policy Manual s. D 11.10.
The Executive Director must decide your appeal within 10 working days.

The punishment must be the lowest level needed to correct your behaviour, and should be fair.  

You have the right to file a complaint with the centre Director about any punishment given to you for a disciplinary charge. The centre Director can refer your complaint to the Community Advisory Board, if you agree. In either case, you must be given a chance to be heard and you should be given a response within 5 working days. Youth Advocates can help you make a complaint about a disciplinary conviction or punishment.

If you are not happy with the centre Director’s decision, you can file another complaint to the Youth Custody Complaints Manager or the Ombudsperson.  

If you are charged with an infraction, you can call Prisoners’ Legal Services right away for help. You might have more rights under the law than the policy gives you. Your freedom should not be taken away unless the decision is made fairly.

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65 YCR, s. 12(3).
Contraband

Contraband is defined in the *Youth Justice Act* as:

- an intoxicant (something that can make you drunk or high);
- a weapon or part of a weapon, anything designed to kill, injure or disable, or anything altered so that it can be used to kill, injure or disable (if you do not have permission to have it);
- an explosive or bomb, or a part of an explosive or bomb;
- money (if you do not have permission to have it);
- tobacco or tobacco products (if you do not have permission to have it); or
- anything else that could threaten the management, operation, discipline or security, or safety of people in the youth custody centre (if you do not have permission to have it).

Your centre’s policy may have a broader definition of contraband. But to be found guilty of an infraction related to contraband, the item must meet the definition in the *Youth Justice Act*. 
Separate confinement

Separate confinement is the most severe limit on your freedom in custody. It is also called segregation or solitary confinement. It is used to isolate you from other people. 67

In separate confinement, you have the right to:

• consult a lawyer;
• medical and psychological services;
• religious services;
• counselling and support services set out in your behavioural management plan;
• regular meals;
• a mattress, bedding and clothing (unless it could endanger you or someone else);
• reading material, mail and visits (unless it could endanger you or someone else); and
• 1 hour outside of your cell each day (unless it could endanger you or someone else). 68

The centre Director can order you to be in separate confinement if he or she has reasons to believe that you are:

• endangering yourself or someone else (or are likely to);
• threatening the management, operation or security of the custody centre (or are likely to);

67 YCR, s.13(1).
• have contraband hidden on or in your body; or
• have taken an intoxicant.

You cannot be put in separate confinement unless all other ways of dealing with you have been tried or are not reasonable.\(^{69}\)

A decision to put you in separate confinement for more than 2 hours must be made by the centre Director. The Director can decide to keep you in separate confinement for up to 72 hours – but no longer than it takes to address the reason for putting you there.

You must be told why you are being placed in separate confinement as soon as possible, and within 4 hours of being placed there.\(^{70}\)

If the centre Director wants to keep you in separate confinement longer than 72 hours, he or she must have the approval of the Provincial Director, Youth Custody Services.\(^{71}\) Health care must advise that your continued separate confinement is OK.\(^{72}\) The extension must be reviewed every 24 hours.

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\(^{69}\) YCR, s. 13(1).
\(^{70}\) YCR, s. 13(4).
\(^{71}\) YCR, s. 13(2) and (3).
\(^{72}\) Policy Manual, s. D 12.06.
If a Youth Supervisor thinks you should be put in separate confinement, he or she must complete an Incident Report and give it to the centre Director.

The centre Director must give you a chance to tell your side.

If the centre Director decides to keep you in separate confinement, he or she must tell you how long you will be there, what is expected of you and what counselling and other services you will get while in separate confinement. He or she must tell you how to ask for a review of the decision or how to make a complaint.\(^{73}\)

The centre Director should review your separate confinement every 4 hours.\(^{74}\)

You can be kept in separate confinement for longer than 72 hours if there is a new reason to keep you there. The clock starts running again from the time of the new incident. If this keeps happening, you will be given a medical or psychological assessment.\(^{75}\)

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You should be visited by health care within 12 hours of being in separate confinement and after that, at least once a day.

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\(^{73}\) Policy Manual, s. D 12.04.
\(^{74}\) Policy Manual, s. D 12.08.
\(^{75}\) Policy Manual, s. D 12.10.
You must be released from separate confinement if health care advises the centre Director that it is making you ill, severely emotional or physically stressed.\(^{76}\)

If you have not been told that you are on separate confinement, but you are in an area where you don’t have contact with other youth, you have the right to consult a lawyer about your situation.

You have the right to make a **complaint** to the centre Director about your separate confinement. Your complaint must be given to the centre Director right away. You have a right to be heard about why you should not be in separate confinement, and the right to an adult advocate to help you make a complaint. The decision must be given to you by the next business day.\(^{77}\)

If you are not happy with the decision, you can make a complaint to the Inspector, Youth Justice Programs/Youth Custody Complaints Manager or the Ombudsperson. See the section on complaints for more information.\(^{78}\)

You can ask to call Prisoners’ Legal Services for help in making a complaint about your separate confinement.

\(^{76}\) Policy Manual, s. D 12.06 and 12.09.
How to file a complaint

Staff of your youth custody centre must do their jobs using open and direct communication with you, in a cooperative, problem solving way.\textsuperscript{79} Usually the best and fastest way to resolve a problem is by \textit{talking to staff} when it happens.

If your problem is not resolved by talking to staff, or you are not comfortable talking to staff, you can file a \textit{written complaint} with the centre Director. Staff should provide you with information on how to file a complaint if you ask for it.

You must not be treated badly by staff because you have filed a complaint. You have the right to have someone help you with your complaint.\textsuperscript{80} You can call Prisoners’ Legal Services, the Representative for Children and Youth or the centre Youth Advocate for help.

You can only complain about things that affect you directly. Policy says that your complaint must be in writing and that you must use the centre’s approved complaint form.\textsuperscript{81} Staff should give you the form which is called “Youth Custody Programs Resident Complaint”.

Be sure to put the \textbf{date} that you submit your complaint on the form. You should \textbf{keep a copy} of your form. If you cannot get a copy, write out your complaint on another form and keep that one. Submit your form in a secure drop box.

\textsuperscript{79} Policy Manual, s. B 4.01.  
\textsuperscript{80} Policy Manual, s. B 4.03.  
\textsuperscript{81} Policy Manual, s. B 4.07.
The centre Director must investigate your complaint. You should be interviewed unless it is clearly impractical or unsafe.

If your complaint is about medical services, the centre Director must consult with the BC Director of Medical Services, who might review your medical file as part of the investigation.\textsuperscript{82}

The centre Director must give you a response to your complaint within 5 working days of when it was received.\textsuperscript{83}

The Rep

The Representative for Children and Youth can help advocate for you in making a complaint. They can help by telling you about your rights, making sure that your side is heard and considered, and making sure that you understand the reasons for the decision. The Representative cannot change a decision of the custody centre. The Representative also reviews and monitors youth custody centres and investigates serious injuries and deaths in youth custody. You can contact the Representative for Children and Youth at 1-800-476-3933.

\textsuperscript{82} Policy Manual, s. B 4.17.
\textsuperscript{83} Policy Manual, s. B 4.12.
If you are not happy with the centre Director’s response, you can file another complaint with the Ministry of Children and Family Development:

**Youth Custody Complaints Manager/Inspector, Youth Justice Programs**

PO Box 9717, Stn Prov Govt, Victoria BC, V8W 9S1  
Telephone: 250-387-1335

The Youth Custody Complaints Manager/Inspector, Youth Justice Programs is an independent office of the Ministry who can take any type of complaint, even if you have not made a complaint at your centre. The Complaints Manager will investigate your complaint with the centre. Your complaint will not be anonymous (it will not be kept secret that you have made the complaint).

If you are still not happy, you can make another complaint to the Ombudsperson at 1-800-567-3247. The Ombudsperson cannot change a decision of the custody centre, it can only make recommendations.

Call Prisoners’ Legal Services via the Legal Services Society at 604-681-9736 if you would like help filing a complaint, or if you are not happy with a complaint response. You might be able to take the issue to court.
This publication contains general information only. Each situation is different. Law and policy can also change. If you have a legal problem, contact Prisoners’ Legal Services or a lawyer.

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