

Property Assessment Complaint and Appeal Process Transformation

The B.C. Government understands the value of speaking with British Columbians about programs, policies and services that directly affect their lives.

The Tribunal Transformation and Supports Office team (Ministry of Attorney General) **wants to speak with citizens to better understand their experience as participants in the property assessment complaint and appeal process.**

Our goal is to:

Uncover what is working well, learn whether people are experiencing challenges; and if so what could be changed to improve people's experiences during the property assessment complaint and appeal process.

Currently, if a person in B.C. wants to appeal a property assessment they will engage in a complaint and appeal process that moves through multiple organizations, including BC Assessment, Property Assessment Review Panel and the Property Assessment Appeal Board. Each of these organizations provide information about the process.

We are interested in hearing your thoughts.

Is the process clear to you?

Are there gaps?

Are there changes you feel would improve the process?

How could the use of technology improve the process?

If you are interested in being selected as a participant for a one-on-one interview or focus group activities, please contact: Kaleigh Johnston at Kaleigh.Johnston@gov.bc.ca

Tribunal Transformation and Supports Office

Ministry of Attorney General



Ministry of
Attorney General

The government is determined to work with the people of BC to help build a better province for everyone. Over the next three years the three key priorities of government are:

Making life more affordable.

Delivering services people count on.

Building a strong, sustainable economy.

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