



Complaint form – External complaints to the chief of CSE

The Communications Security Establishment (CSE) is Canada’s national cryptologic agency, providing the Government of Canada with information technology security and foreign signals intelligence. Individuals may submit a complaint to the chief of the CSE about any activity carried out by CSE.

CSE takes every complaint seriously and is committed to providing a response to complaints within 60 business days of receipt. Some complaints may be resolved quickly, however, depending on factors such as the complexity of the allegations and investigation into a complaint, it may take longer to receive a response.

A – Privacy notice

Personal information provided in support of this complaint is collected under the authority of s. 9.1 of the [Communications Security Establishment Act](#). It will be used only for the purpose of providing a response to the complainant regarding their complaint. The personal information collected is described in Standard Personal Information Bank (PIB) PSU 902 (Executive Correspondence), which is used by all government organizations. The information is collected and managed according to the requirements of the *Privacy Act* and its related policy instruments. Individuals have the right to access and correct their personal information as well as to file a complaint to the Privacy Commissioner of Canada regarding CSE’s handling of their personal information.

Individuals may contact CSE’s Access to Information and Privacy Coordinator at atip-aiprp@cse-cst.gc.ca for any question regarding CSE’s collection and handling of personal information.

B – Contact information (*required)

Full legal name*:	Other names, if applicable to complaint (i.e. maiden name):
Mailing address*:	Email addresses*:
What is your preferred language of correspondence: <input type="checkbox"/> English <input type="checkbox"/> French	What is your preferred method of correspondence: <input type="checkbox"/> Email <input type="checkbox"/> Mail





C – Details of your complaint (*required)

Please provide the details of your complaint. This may include:

- key dates
- timelines
- relevant phone numbers, email addresses, or communication device(s)
- circumstances leading to the complaint
- your desired outcome

If the provided space is not sufficient to provide the details of your complaint or if you choose to provide other relevant documents, please attach the additional documentation to this form and send to external_complaints_plaintes_externe@cse-cst.gc.ca or via mail.

Please ensure that only personal information that supports your complaint is included in this section. **If you are disclosing the personal information of other individuals to support your complaint, please ensure that they are aware of this disclosure to CSE before submitting your complaint.**



D – Authorized representative: Representation by a legal counsel or another individual (e.g. spouse, common-law, partner, other family member or friend)

You have the option to use an authorized representative to act on your behalf during the complaint process.

Complete this section **only** if you want CSE to communicate with your authorized representative.

By providing this information, you are authorizing CSE to:

- communicate with your authorized representative
- disclose personal information related to your complaint to your authorized representative

Full legal name: _____

Mailing address: _____

Email address: _____

I prefer that information concerning my complaint be sent to: *(Select one)*

only to my representative

my representative with a copy to me

E – Acknowledgement (*required)

I confirm and certify that the information I have provided above is true, accurate and complete to the best of my knowledge.

Signature: _____ Date: _____

F – Complaint submission instructions

Please send the completed forms and any additional information or documentation you want to include by email to external_complaints_plaintes_externe@cse-cst.gc.ca

If preferred, you may also send the complaint form by mail to the following mailing address:

**Chief, Communications Security Establishment
P.O. Box 9703, Terminal, Ottawa, ON
K1G 3Z4
Canada**