



February 11, 2026

All Complaints must go to ConfidenceLine

The Office of the British Columbia Container Trucking Commissioner (“OBCCTC”) reminds all stakeholders that all complaints must be submitted exclusively through the ConfidenceLine reporting system.

ConfidenceLine is a secure, third-party service provider that gathers relevant information, protects confidentiality and maintains the integrity of the complaint process. Using this proper channel also ensures your file is recorded, tracked and assigned in an expedited manner and allows the complainant to get regular status updates.

While the OBCCTC has also accepted complaints and status updates through our office email, going forward, we will only accept complaints and provide updates to individuals, companies, and associations through ConfidenceLine. This will assist us in streamlining the process, ensuring complaints are dealt with in an expeditious manner, and keeping complainants informed of the status.

To file a complaint or seek an update on a complaint, please use this link - [ConfidenceLine](#).

This requirement is consistent with section 26 of the *Container Trucking Act* and established under the OBCCTC [Rules of Practice and Procedure](#), which outline the proper method for filing complaints and can be accessed on the OBCCTC website.

Sincerely,

OFFICE OF THE BC CONTAINER TRUCKING COMMISSIONER

Glen MacInnes
BC Container Trucking Commissioner

Karm Jauhal
Deputy BC Container Trucking Commissioner