

TRY TO RESOLVE YOUR ISSUE WITH THE ORGANIZATION FIRST.

- ✓ Ask to speak to a manager
- ✓ Explain the issue clearly
- ✓ Record the names of all involved
- ✓ Keep track of dates and responses
- ✓ Be persistent, but calm
- ✓ Keep copies of all documents
- ✓ Ask about appeal/review processes

We also:

- investigate allegations of wrongdoing and reprisal under BC's new whistleblowing law
- provide fairness consultation and training for public sector organizations

Learn more
www.bcombudsperson.ca



Email us

Complaints: info@bcombudsperson.ca



Call us

1-800-567-FAIR (3247) or 250-387-5855



Visit us

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BEING TREATED FAIRLY IS YOUR RIGHT.



HAVE A COMPLAINT?

TALK TO US.



OMBUDSPERSON
BRITISH COLUMBIA

FREE. INDEPENDENT. CONFIDENTIAL. FAIR.

“Why was my application denied?”

“Why can’t I access benefits that I am entitled to?”

“Why can’t I get the services I need?”

“Why isn’t the city enforcing the bylaw?”

OMBUDS-PERSON A STRANGE WORD, BUT AN IMPORTANT SERVICE

We impartially investigate to make sure provincial and local public sector organizations in BC are treating people fairly and following the rules. When they don’t, we hold them accountable for their actions.

OUR APPROACH:

We listen to public complaints

We find fair solutions

We investigate problems

We improve how people are served

IT’S YOUR RIGHT TO BE HEARD, RESPECTED AND TREATED FAIRLY

WHAT DOES BEING TREATED UNFAIRLY MEAN?

Being treated unfairly can mean many things to many people. Here are some complaints we can deal with:

- You feel you are eligible for a benefit or service and have been denied
- You’ve waited too long to get answers you need
- You disagree with a decision or it wasn’t explained to you properly
- And more...

WHO CAN YOU COMPLAIN TO US ABOUT?

Most provincial or local public organizations in BC including:

- Provincial government ministries
- Crown corporations (ICBC, BC Hydro, etc.)
- Schools & universities
- Hospitals & health authorities
- Local governments & regional districts

WHO CAN’T YOU COMPLAIN TO US ABOUT?

- Private companies
- Federal government
- Police (federal or municipal)
- First Nations governments
- Legislative Assembly
- The courts

AND, WHAT OUTCOMES CAN YOU EXPECT?

- An apology
- A clearer explanation
- Access to a benefit previously denied
- A decision reassessed or changed
- Reimbursement of expenses
- A change to a policy or procedure

One complaint can benefit many