

## HOW DOES IT WORK?

You can make a complaint over the phone, online, by mail or in person at our office.

You can also ask someone else you trust to contact us for you. We will listen and see if we can help.

PO Box 9039 Stn Prov Govt,  
Victoria, BC V8W 9A5

1.800.567.3247

[www.bcombudsperson.ca](http://www.bcombudsperson.ca)

Second Floor • 947 Fort Street • Victoria BC

## REMEMBER IT'S YOUR RIGHT TO:

- HAVE A SAY
- BE LISTENED TO
- TRY TO SORT OUT  
THE PROBLEM

### Call:

General Inquiries Victoria: 250.387.5855  
Toll Free: 1.800.567.3247

### In Person:

Second Floor • 947 Fort Street • Victoria BC

### Website:

[www.bcombudsperson.ca](http://www.bcombudsperson.ca)

### Mailing Address:

Office of the Ombudsperson  
PO Box 9039 Stn Prov Govt, Victoria, BC V8W 9A5

# FEEL LIKE YOU'VE BEEN TREATED UNFAIRLY?



OUR SERVICE IS FREE AND CONFIDENTIAL



The Office of the

**ombudsperson**

B.C.'s Independent Voice For Fairness

# ROLE OF THE B.C. OMBUDSPERSON

If you feel you have been treated unfairly by a government organization, we are here to help. We know it can be hard to sort out your problems on your own.

Our staff can either investigate your specific problem, or can point you in the direction of someone who can help.

**Our service is free and confidential.**



Our voice matters!

We deserve to be treated fairly.



**QUESTION THINGS THAT FEEL UNFAIR.**

## WHAT CAN YOU COMPLAIN ABOUT?

Issues that you can complain to us about:

- Youth agreements
- Income and disability assistance
- Concerns about a social worker
- Foster home complaints, placement decisions, home share/residential services
- Aging out – transition planning
- Youth custody
- Health care including mental health services
- School complaints (K – 12, college, university)
- Housing issues

We can't help with complaints about the police, the federal government, banks or private companies.

## WHAT DO WE DO WITH YOUR COMPLAINT?

- If we can help with your complaint, trained investigators will listen to your story
- If we see something that is unfair, we work with the government organizations involved to try to resolve the problem. Results for you might include:
  - getting money that is owed to you
  - getting a better explanation of a decision that impacts you
  - getting a policy that was unfair changed

**YOUNG PEOPLE DESERVE THE BEST FROM GOVERNMENT AGENCIES AND SERVICES.**