

## NEWS RELEASE

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*For Immediate Release*

### **Ombudsperson complaint clinic: Whistler, Pemberton, Lillooet, Ashcroft, Cache Creek, and Kamloops**

**Victoria** – Has the provincial government, local government, or other B.C. public body treated you unfairly? Next week, B.C.'s independent voice for fairness is holding a mobile complaint clinic to help.

Free and confidential appointments with B.C. Ombudsperson staff are being booked in Whistler on August 22, Pemberton on August 23, Lillooet and Ashcroft on August 24, Cache Creek on August 25 and Kamloops on August 25 and 26.

Call the Office of the Ombudsperson toll-free at 1-800-567-3247 for more information and to reserve a time.

“The Office of the Ombudsperson serves all of British Columbia,” says Ombudsperson Jay Chalke. “Our mobile complaint clinic is a great option for anyone who has not been able to resolve their concerns about a provincial or local public authority on their own. We can review your situation at the clinic. That initial review can lead to an investigation by our office.”

The Ombudsperson is independent of government and has jurisdiction over all provincial ministries and boards, Crown corporations, colleges and universities, schools and school boards, health authorities, local governments and self-governing professions.

“We receive around 7,500 inquiries and complaints annually,” says Chalke. “Our complaint clinics are one way for people to reach us. We are also available by phone, mail, fax, or web form.

“In addition to addressing your issue, we have seen many times that just one voice can lead to systemic improvements that help many.”

*Since 1979, the Office of the Ombudsperson has had a statutory mandate from the provincial legislature to uphold fair and reasonable conduct by provincial public authorities. In addition to investigating individual complaints, the Ombudsperson also publishes systemic investigations and recommendations for changes that address administrative unfairness and improve public administration in B.C.*