



The Office of the

**ombudsperson**

B.C.'s Independent Voice For Fairness

Seeking  
Fairness?

# QUICK GUIDE

## FOR SEEKING FAIR TREATMENT

The Ombudsperson receives and investigates complaints about unfair **procedures, decisions and actions** of B.C. provincial public authorities. Our wide jurisdiction spans 2,800 organizations – from the smallest municipality, to the largest ministry and Crown corporation. By offering solutions that apply the principles of **administrative fairness**, we impartially improve service quality and support fair treatment for all in B.C.

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



# Complaint Options

Call us toll-free.  
We answer the phone  
between 8:30 and 4:30  
Monday to Friday.

Mail or fax us a  
completed complaint  
form or letter.

Use our online  
complaint form.

Come in person to our  
Victoria office or to one  
of our mobile intake  
clinics.

**250.387.5855**  
Capital region

**1.800.567.3247**  
Toll-free

# TIPS

*To help you resolve concerns with public authorities*

1. Get the names of the people involved.
2. Keep track of responses and relevant dates.
3. Keep copies of all relevant papers and letters.
4. Ask how and why the decision was made.
5. Find out if there is a review or appeal process and pursue that process where possible.
6. Consider what an appropriate result or outcome might be.

## Fairness Checklist

**Appropriate legal authority**  
Respects statutes and regulations.

**Program consistency**  
Follows policies, procedures and standards.

**Participation options**  
Seeks input and provides decision criteria.

**Open communication**  
Provides information and demonstrates transparency.

**Integrity of service**  
Treats people impartially, equitably and respectfully.

**Continuous improvement**  
Evaluates progress and corrects mistakes.

**Complaint resolution**  
Offers access to a review process.



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