



OMBUDSPERSON
BRITISH COLUMBIA

REQUEST FOR REVIEW

I do not agree with your office's conclusions regarding my complaint. What can I do?

The Office of the Ombudsperson is committed to high standards of practice in our work and we strive to continuously improve our services. If you have concerns about the conclusions we have drawn regarding your individual complaint about a public organization, and you have not been able to resolve it directly with the staff member involved, you may raise it further through our complaints [policy](#).

What is the process?

The first step is to attempt to resolve your concerns with the staff member involved, who can provide further clarification or additional information to help explain their decision. If you believe that your concerns were not adequately addressed by contacting the staff member, you can complete this Request for Review form and submit it to us by mail, fax or email. Your complaint will be assessed by the staff member's supervisor. We will acknowledge receipt of your complaint and inform you at the conclusion of our review.

What kinds of issues can be reviewed?

You may wish to request a review of a decision if you have concerns about the procedural aspects or substantive decision our staff made on an individual complaint. Decisions subject to review can include:

- A decision not to investigate a complaint
- A decision to refer the matter to another complaint mechanism/investigatory body
- A decision to end investigation of a complaint and close a file
- A decision to settle a complaint
- Another aspect of our service (e.g., delay, communication, staff conduct)

A request for review **must be submitted within 45 business days** of the decision being communicated to you by our office, and will only be considered after raising the concerns directly with the staff member responsible for the file. A request for review is not a reinvestigation of the original complaint or an opportunity to provide new information not previously submitted to our office; any new information should be submitted to the staff member for consideration before requesting a review. The review will look at whether the processes our staff followed were adequate and consistent with the principles of [administrative fairness](#), and whether the conclusions reached were reasonable in the circumstances and communicated to you in an understandable way. We may decline a request for review if the complaint doesn't identify a specific concern or raise new issues that could form the subject of the review. Please refer to our complaint policy available on our [website](#) for more information.

What happens after the review is complete?

After the supervisor has conducted their review, they will contact you in writing with their decision. The supervisor may uphold the original decision or send the matter back for further investigation. Most reviews are completed within 90 days of receiving the request. If the review will take longer than 90 days, we will inform you of this and provide an estimated completion date. The supervisor's review is final.

Please complete the following fields to request a review of our office's handling of your complaint or disclosure.

1. Person Requesting Review

Name of Person Applying for Review		Ombudsperson File Number (if known)
Address	City	Postal Code
Email Address	Phone Number	Alternate Phone Number
Name of Representative (if applicable)		
Representative's Email Address	Representative's Phone Number	Representative's Alternate Phone Number

2. Reason for Request for Review

Please identify the decision we made, action we took or inaction on our part that concerns you. Please explain why you believe it was unreasonable or unfair and what outcome you are seeking. Please be specific in your explanation about what decision you disagree with or aspect of our service you are not satisfied with, and why. Please attach additional pages if required.

Signature of Person Requesting Review (or their authorized representative)

Signature	Date
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Have you completed ALL required sections of this form? If so, send it to:

Office of the Ombudsperson

Mailing Address: PO Box 9039 Stn Prov Govt
Victoria BC V8W 9A5

Facsimile: 250-387-0198 (Victoria)

Email: mail@bcombudsperson.ca
Attention: Request for Review

In Person: 2nd Floor – 947 Fort Street
Victoria BC

**Please note that incomplete requests could result in a
delay in your Request for Review being processed.**

If you need assistance completing this form, or are unable to request a review in writing, please contact us at 1-800-567-3247. Translation services are available. If you require additional time to bring forward your complaint beyond the 45-day time period, please indicate this in your request.