

BC OMBUDSPERSON COMPLAINT FORM

Need to know what the Ombudsperson can investigate? Visit our website www.bcombudsperson.ca or contact us by phone (1-800-567-3247) or email (info@bcombudsperson.ca) to find out.

Have you already raised your concerns through the agency's complaint or review process? If not, we encourage you to do so before filing an Ombudsperson complaint.

Please save a copy of this complaint form for your records.

Our staff will review your complaint and contact you as soon as we are able to do so.

CONTACT INFORMATION

Full Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Primary Phone Number: _____

Alternate Phone Number: _____

Email Address: _____

Email communications with the BC Ombudsperson are subject to our email policy.

How would you prefer we contact you? _____

We will do our best to accommodate your preferred method of contact. However, we may need to communicate with you by other methods in order to get the information we need to assist with your complaint.

What else do we need to know about contacting you?

This might include:

- international phone numbers or contact information,*
- that you don't want us to leave voice mail messages,*
- requests for interpretation or relay services or other accommodations,*
- that you have an advocate or support person you would like to help you communicate with us, or*
- any other special considerations or requests.*

COMPLAINT INFORMATION

Who is your complaint about?

The BC Ombudsperson can investigate complaints about provincial and local government agencies in British Columbia.

Who have you dealt with there?

Please include, if possible, names, titles and contact information for the main people you have dealt with at the organization(s), and the dates you have been in contact with them.

What is your complaint?

Briefly summarize your complaint. Please be as specific as possible about

- what decisions, communications or services you are concerned about,*
- when they occurred,*
- their impact on you,*
- what you think is unfair about the decision, communication or service, and*
- any file or reference numbers related to your complaint.*

How have you tried to resolve your concerns? Have you filed any appeals or complaints?

Tell us about any complaint, appeal, review or reconsideration process you have used, or other steps you have taken to have your complaint dealt with. What was the response or review decision? Please include dates of your requests and any responses you received.

How can we help you resolve the complaint?

What outcome or resolution would be reasonable to you?

What else is important for us to know right now?

Please let us know about any upcoming deadlines, complicating factors, other parties involved, or any other information that you think is important to help us assess your complaint.

If your complaint relates to an immediate risk to your shelter or food security, or an imminent risk of serious harm, please contact us by phone at 1-800-567-FAIR (1-800-567-3247) to ensure that we can review your complaint as soon as possible.

Are there any documents you can provide to help us assess your complaint?

Please include, if possible, any relevant documents along with your form submission.

*You may also submit documents and evidence **later** by mail, fax, email, or in person.*

*The most important documents you can provide are **correspondence you've received from the agency you are complaining about** – particularly ones that communicate decisions they have made or respond to the concerns you've raised with them.*