

MAIL-IN COMPLAINT FORM

Contact Information

Name *(Required)*

<i>First</i>		<i>Last</i>	
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What pronouns would you like us to use?

A pronoun is a word used to refer to you in the third person (for example, they, she, he). We invite you to provide your pronouns so that we deliver our services in a way that is inclusive and safe for all people.

<i>Pronouns</i>	
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I do not have pronouns, please refer to me by my name

Prefer not to disclose *(If you choose not to disclose, we will use your full name in all correspondence)*

Email

Email communications with the BC Ombudsperson are subject to our email policy posted on our website www.bcombudsperson.ca.

<i>Email</i>	
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Phone Numbers

Please provide us with a phone number we can use to contact you during business hours *(Monday to Friday, 8:30am-4:30pm, excluding statutory holidays)*.

<i>Primary Phone Number</i>		<i>home</i>	<i>work</i>	<i>cell</i>
<i>Alternate Phone Number</i>		<i>home</i>	<i>work</i>	<i>cell</i>

Address

<i>Street Address</i>			
<i>City</i>			
<i>Province</i>		<i>Postal Code</i>	

How do 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.

Email

Phone

Mail

Do you identify as First Nations, Métis, Inuk (Inuit) and/or Indigenous?

Many public organizations that are under our jurisdiction have distinct obligations to Indigenous people. For that reason, it is important for us to know if you identify as First Nations, Métis, Inuk (Inuit) and/or Indigenous.

No

Yes, as First Nations

Yes, as Métis

Yes, as Inuk (Inuit)

Yes, as Indigenous

Prefer to self-describe:

What else do we need to know about contacting you?

This might include:

- international phone numbers or a number where we can leave a voice mail
- requests for interpreter or relay services or other accommodations
- you have a representative (*such as an advocate, Elder or support person*) assisting you with your complaint
- you are the legal representative for the person aggrieved by the public organization you are complaining about (*please attach your legal authority, e.g., power of attorney, representation agreement, committee order*)
- any other special considerations or requests.

Description of your complaint

What organization is your complaint about? *(Required)*

The BC Ombudsperson can investigate complaints about provincial and local government organizations in BC. Visit www.bcombudsperson.ca to learn what organizations are under our jurisdiction.

Organization	
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Have you tried to resolve your complaint with the organization directly? *(Required)*

Complaints can often be resolved more effectively by dealing with the organization directly. If you have yet to do this or are unsure of who to call visit our complaint checker at www.bcombudsperson.ca to learn for more information. If you require further assistance, please call us.

Yes

No

Don't know/not sure

Summarize your complaint... *(Required)*

Please be as specific as possible and include what decisions or services your complaint is about, when it happened, its impact on you and why you believe it was unfair. If you can, please also include any file or reference numbers related to your complaint.

Who have you dealt with/spoken to about your complaint?

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 steps have you taken to try to resolve your complaint? Have you filed an appeal?

Tell us about any complaint, appeal, review or reconsideration process you have used, or other steps you have taken. Please include dates of your requests and any responses you received.

How can we help you resolve your complaint?

Please tell us what outcome you're seeking.

Is there anything else that is important for us to know?

Please let us know about upcoming deadlines or any other information that you think is important to help us review your complaint.

Supporting Documents

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

Please include 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 include the most recent correspondence you've received from the organization you are complaining about – such as decisions they have made or responses to the concerns you've raised. **Please keep a copy of the files you send for your own records.**

How did you hear about our office?

- Google/Internet search
- Referral
(by advocate, legal organization, etc.)
- Word of mouth
(family, friend, colleague)
- Social media
(X, formerly known as Twitter, Facebook, etc.)
- An organization's website
- Pathfinder Initiative
- Other

To learn more about what you can expect from us after we receive your complaint and communication policies visit our website www.bcombudsperson.ca.

Send your completed form to:

PO Box 9039 Stn Prov Govt, Victoria, B.C. V8W 9A5 | Fax: 250-387-0198

The Office of the Ombudsperson is an independent office of the BC Legislature and works under the Ombudsperson Act. As BC's independent voice for fairness and accountability, we work to make sure public sector organizations are treating people fairly and following the rules. We listen to and impartially investigate complaints about public bodies in BC.