

HOW DOES IT WORK?

1 CONTACT US WITH YOUR COMPLAINT

2 WE'LL LISTEN RESPECTFULLY

3 WE'LL ASK SOME QUESTIONS

Is your complaint about an organization under our jurisdiction? If not, we can direct you to the right place.

Have you tried to resolve your complaint directly with the organization involved?

WE'LL
SEE IF
WE CAN
HELP

We will try to resolve
your issue quickly

OR

We will do a more in
depth investigation

THERE MAY BE MANY OUTCOMES FOR
YOU, INCLUDING:

- Getting money that is owed to you
- Getting a better explanation of a decision that impacts you
- Getting a policy that was unfair changed

Email us:
info@bcombudsperson.ca

Call us:
1-800-567-FAIR (3247) or 250-387-5855

Walk-in services (on hold due to COVID-19):
2nd Floor • 947 Fort St. • Victoria BC

Mail us:
PO Box 9039 Stn Prov Govt, Victoria, BC V8W 9A5

ARE YOU INDIGENOUS

AND HAVE A CONCERN

ABOUT BC PROVINCIAL OR

MUNICIPAL SERVICES?



WE'RE HERE TO LISTEN.

WE WORK TO ADDRESS BARRIERS TO
BEING TREATED FAIRLY



OMBUDSPERSON
BRITISH COLUMBIA

WHAT IS AN OMBUDSPERSON?

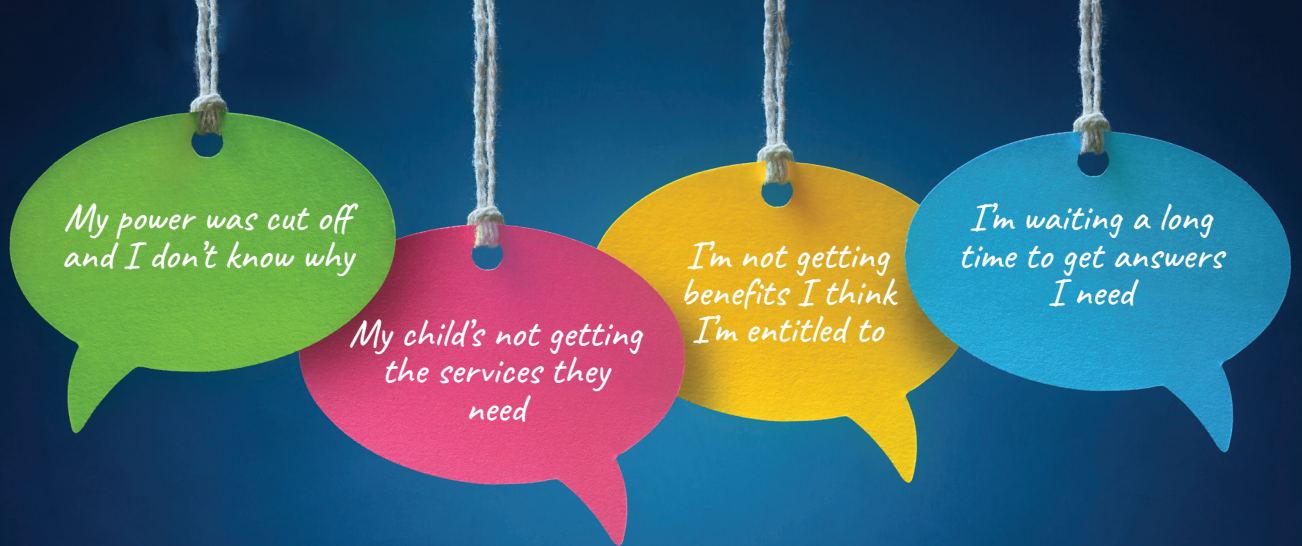
We are here to make sure everyone in BC is treated with fairness and respect when accessing provincial and municipal services in BC.

Our staff can either help resolve your specific problem or can point you in the direction of someone who can help.

There is no cost for our services.



**A CULTURALLY SAFE PLACE
TO BRING YOUR CONCERNS**



WHAT CAN YOU COMPLAIN ABOUT?

Most provincial or local public services in BC including:

- Ministry of Children and Family Development
- Ministry of Social Development and Poverty Reduction/social assistance
- School Districts
- Insurance Corporation of British Columbia
- Adult Corrections and Youth Custody
- BC Hydro
- Health Authorities
- BC Housing
- Regional districts and municipalities

We can't investigate complaints about the police, the federal government, banks or private companies.

Check if you can complain about a specific service at bcombudsperson.ca

OUR APPROACH:

- We listen carefully to your story and the issues you raise
- We make sure what you tell us is protected and not shared with the public
- We witness and hold space for what you share with us
- We do our work in a way that minimizes any additional trauma to you
- We investigate to determine whether the government organization was fair to you
- If we see something that is unfair, we work to make it right

**YOU CAN HAVE AN ELDER OR
SUPPORT PERSON PRESENT**