

## 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?

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

## WE WORK TO ADDRESS BARRIERS TO BEING TREATED FAIRLY

The BC Ombudsperson is committed to supporting and actively advancing reconciliation through our work with First Nations, Métis and Inuit peoples. The Pathfinder Initiative is an important part of this work.

## BEING TREATED FAIRLY IS YOUR RIGHT



**CRYSTAL BIRD** | Northern BC | Interior BC  
250-415-9179  
CBird@bcombudspersonpathfinders.ca

**LENNY LAROCK** | Fraser Valley | Interior BC  
604-368-1893  
LLarock@bcombudspersonpathfinders.ca

**WENDY SIMON** | Vancouver Coastal  
604-657-2790  
WSimon@bcombudspersonpathfinders.ca

**JUSTINE THOMSON** | Vancouver Island  
250-217-7883  
JThomson@bcombudspersonpathfinders.ca

info@bcombudsperson.ca

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

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



OMBUDSPERSON  
BRITISH COLUMBIA



## DO YOU HAVE A COMPLAINT ABOUT PROVINCIAL OR LOCAL PUBLIC SERVICES?

## YOU CAN TALK TO US

1-800-567-3247 | BCOMBUDSPERSON.CA



## WHAT IS AN OMBUDSPERSON?

We are here to make sure everyone in BC is treated with fairness and respect by 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.

Ombudsperson Pathfinders are working with Indigenous communities to help raise awareness of the office's service. Pathfinders will help guide people with concerns to the right pathway to help resolve their issues, including bringing concerns forward to the Ombudsperson.



*The wolf has long been a symbol of guardianship, loyalty and most of all, spirit. Always present in the shadows having watchful eyes on the territories... Not often is the wolf seen during the day, but most often in the evenings among moonlit skies. Just as the Ombudsperson reflects in the work they do work-ing diligently to ensure the rights of people are met.*

– Ləkʷəŋən (Lekwungen) artist Brianna Dick



*The Métis, also known as the 'Flower Beadwork People' use symbols of nature throughout our art. The lemniscate or infinity symbol shows our Métis mixed ancestry. The Nootka Rose represents the Métis of British Columbia. The white 'mousetracks' shows the path to follow In the same way the Ombudsperson helps us find the path forward."*

– Métis artist Kristi Bridgeman

*"I was denied service."*

*"I wasn't given a chance to speak up."*

*"I want to know the decision process."*

*"I wanted them to follow the policy."*

## CONCERNS WE CAN HELP YOU WITH

**We can investigate most provincial or local public services in BC including:**

- Provincial Government Ministries
- School Districts
- ICBC
- Adult Corrections and Youth Custody
- BC Hydro
- Health Authorities
- WorkSafeBC
- BC Housing
- Local government

We can't investigate complaints about the police, the federal government, banks, Indigenous (First Nations, Metis or Inuit) governments, or private companies.

**To find out more about who you can complain to us about see our online Complaint Checker at [www.bcombudsperson.ca](http://www.bcombudsperson.ca).**

## WHAT YOU CAN EXPECT FROM US

- We will respect you and your experience
- Our investigations are done privately
- We witness and hold space for what you share with us
- We approach our work in a way that seeks to avoid further harm to you
- We investigate to determine whether the government organization was fair to you, and if not, we work to make it right.

**YOU CAN HAVE A SUPPORT PERSON OR AN ADVOCATE PRESENT.**

