

# 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

## WE WORK TO ADDRESS BARRIERS TO BEING TREATED FAIRLY

The BC Ombudsperson is committed to supporting and actively advancing reconciliation through work with Indigenous Peoples. Through our Indigenous Communities Services Plan (ICSP) currently under development, the office aims to strengthen our services to Indigenous Peoples across BC. The Pathfinder Program is an important part of this work.

## BEING TREATED FAIRLY IS YOUR RIGHT



**Email us:**  
info@bcombudsperson.ca

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

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



HAVING A PROBLEM  
RESOLVING A CONCERN  
WITH PROVINCIAL OR  
LOCAL PUBLIC SERVICES?

YOU CAN  
TALK TO US

bcombudsperson.ca  
1-800-567-3247  
BC OMBUDSPERSON

# 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 a new role that will be 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.

*"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."*



*"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 working diligently to ensure the rights of people are met."*

*- Lək'wənjən (Lekwungen) artist Brianna Dick*

## 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, First Nations 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  
AN ELDER OR SUPPORT  
PERSON PRESENT**