

PREVENTION CONSULTATIONS WITH THE OMBUDSPERSON AND THE PREVENTION INITIATIVES TEAM

VOLUNTARY CONSULTATION POLICY

The Office of the Ombudsperson welcomes public sector organizations under our jurisdiction to contact us if they wish to consult with us about a policy, program or complaints process. As part of our Prevention Initiatives Program, we are available to support public organizations to improve new or existing policies and programs by collaboratively resolving administrative fairness issues outside of an Ombudsperson investigation.

Prevention consultation is conducted on an informal and voluntary basis, and is available on issues that are not currently being addressed through our formal investigative process. When we consult with public organizations, we are not providing legal advice or approving the content or structure of the program or policy consulted on. Rather, our objective is to assist public organizations in their efforts in improving program administration, reducing complaints and enhancing internal complaints processes.

While it is hoped that voluntary prevention consultations will assist public authorities in reducing the emergence of complaints and administrative fairness issues, a consultation does not limit, bind, or bias the Ombudsperson or Ombudsperson employees in the analysis of a complaint, or in the conduct of an investigation based on a complaint or on the Ombudsperson's own initiative, that relates to the subject matter of the consultation.

The B.C. Ombudsperson provides independent and impartial oversight of public authorities to ensure every person is treated fairly in the provision of public services. Our Prevention Initiatives Program offers educational webinars, training workshops and individual consultation with public authority staff to support fairness and continuous improvement across the public sector.

consult@bcombudsperson.ca