



Being treated fairly is **your** right.
Talk to us.

What is an Ombudsperson?

We are here to make sure everyone in BC is treated fairly by provincial and local public bodies.

What does being treated unfairly mean?

Being treated unfairly can mean many things. Here are some example questions people come to us with:

“Why was my application denied?”

“Why can’t I access benefits that I am entitled to?”

“Why can’t I get the services I need?”

“Why isn’t the city enforcing the bylaw?”

What do we do?

- We listen to complaints from the public.
- We will let you know if we can help. If we can't, we will do our best to tell you who can help.
- We may investigate your complaint.
- We find fair solutions.
- We improve public services.

What are some possible outcomes?

- An apology
- A clearer explanation for a decision
- Access to a benefit previously denied
- Money owed to you
- A change to a policy or procedure

You can have a support person, elder, or an advocate present.



We can investigate

- Provincial government ministries
- Crown corporations (like BC Hydro and ICBC)
- Public schools and universities
- Hospitals and health authorities
- Local municipalities and regional districts



We cannot investigate

- Private companies (such as banks)
- Federal government
- Police (RCMP or municipal)
- First Nations governments
- BC Legislative Assembly
- The courts

To see a list of public bodies that people contact us about most often, see our online [Complaint Checker](#).

Before you contact us:

1. Try to resolve the complaint with the public body it's about.
2. Ask to speak with a supervisor or manager.
3. Keep track of the names of people you speak with, when you spoke to them, and what was said.
4. Keep copies of the documents you send.
5. Ask if there is an appeal or review process.

If you have completed these steps and you still feel like you haven't been treated fairly, then please contact us with:

- Copies of any notes you have taken, including dates, names, and outcomes
- A description of how the issue has personally affected you
- The names, roles, and contact information of the organization or staff members you interacted with

Contact us

Call

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

Online complaint form

bcombudsperson.ca

Visit

2nd floor – 947 Fort Street, Victoria, BC

Mail

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

Free. Independent. Confidential. Fair.