OMBUDSPERSON
BRITISH COLUMBIA

Mail-in complaint form

This form will help us understand your concerns and determine how we may be able to help. The information you provide is confidential and will be handled securely.

Before you begin:

- Check if your complaint is about an organization we can receive complaints about.
- Some questions may be difficult to answer because they relate to challenging experiences. Take breaks as needed. If you are having difficulty completing the form, for any reason, please contact us.
- Already submitted a complaint? Please do not submit a new complaint about the same issue. Wait until your file is assigned. A member of our team will contact you.
- **If your situation is urgent and involves an immediate risk to your housing, access to food, health, or physical safety, please call us at 1-800-567-FAIR (3247).**

Contact information

Please fill out the contact information below so we can follow up with you about your complaint.

Name *(Required)*

Please note, we cannot accept or investigate anonymous complaints.

First		Last	

Address

Street address			
City			
Postal code		Province	

How do you prefer we contact you? *(Required)*

Check all that apply.

☐ Email, please enter in the space below.

☐ Phone, please enter in the space below.

Do you identify as First Nations, Métis, Inuk (Inuit) and/or Indigenous?

We are moving at the speed of trust to build respectful relationships with Indigenous Peoples in BC. This information will help us provide distinctions-based and culturally-safe services.

- ☐ No
- ☐ Yes, as First Nations
- ☐ Yes, as Métis
- ☐ Yes, as Inuk (Inuit)
- ☐ Yes, as Indigenous
- ☐ Prefer to self-describe

Please use the space below to self-describe. *(Required)*

up to 100 max characters

What pronouns would you like us to use?

Check all that apply.

- ☐ She/her/hers
- ☐ He/him/his
- ☐ They/them/theirs
- ☐ Other pronouns not listed

Please use the space below to list your pronouns. *(Required)*

up to 100 max characters

Please tell us about your complaint

Q1. Is your complaint time sensitive? *(Required))*

We consider a complaint to be time sensitive if it includes issues like segregation, detention under the Mental Health Act, issues involving specific deadlines.

- ☐ Yes
- ☐ No

Please describe why your complaint is sensitive. *(Required)*

up to 200 max characters

Q2. Is your complaint about an organization we oversee? *(Required)*

We have oversight over most provincial and local government and public organizations in BC. If your complaint is not about an organization we oversee, we are not able to receive or investigate the complaint.

- ☐ Yes
- ☐ No – **If your complaint is not about an organization we oversee, we cannot receive or investigate the complaint.** Please visit our **Complaint Checker** at www.bcombudsperson.ca to find out how to make your complaint.
- ☐ Not sure – visit our **Complaint Checker** at www.bcombudsperson.ca before proceeding.

Q3. Which public organization in BC is your complaint about? *(Required)*

up to 100 max characters

Q4. Please provide details of your complaint and be as specific as possible. *(Required)*

up to 2000 max characters

Q5. Why do you think the organization was unfair?

When we talk about fairness, we are referring to administrative fairness. It means people should experience fair processes, fair decisions, and fair service when they interact with public organizations.

- A fair process provides people with the opportunity to be heard and includes clear communication and impartial decision-making.
- A fair decision follows the law, is based on relevant information, and considers individual circumstances.
- Fair service means people are treated with dignity and respect and can access services and complaint processes that respond to their needs.

Check all that apply.

- ☐ Communication was delayed
- ☐ I did not receive a response
- ☐ I was not provided with reasons for the decision made
- ☐ I disagree with the decision made
- ☐ The decision was unfair
- ☐ The decision maker was biased
- ☐ The organization made a mistake
- ☐ I was not provided the opportunity to share my side of the story
- ☐ The process or procedure followed was unfair
- ☐ I didn't receive a benefit I am entiled to
- ☐ I cannot access a program or service

Q6. What resolution are you seeking?

Some examples of resolutions include an apology, a response, reasons for the decision, having the decision reconsidered, or a refund or reimbursement.

up to 200 max characters

Q7. Have you made a complaint to the organization it is with? *(Required)*

- ☐ Yes
- ☐ No – please skip forward to Q10a.

Q8. Who have you spoken to about your complaint?

Please provide names, job titles or role, and contact details.

up to 200 max characters

Q9. Have you received a final decision?

☐ Yes

☐ No – If you have not received a final decision, please wait for the outcome before making a complaint. If the decision is significantly delayed or stalled, please continue to fill out your complaint.

Q10a. Please send a copy of the complaint you submitted and the final response you received from the organization.

Please keep the originals for your own records. Please do not send us any further documentation at this time. Should we need any additional documents we will let you know.

Q10b. Does the information you are sending include any sensitive materials and/or graphic imagery?

For example, health care-related injuries or treatments, nudity, etc.

☐ Yes

☐ No

Q11. Is there anything else that is important for us to know about your complaint that you haven't included already in the questions above?

up to 500 max characters

Q12. Did you use AI to assist with your complaint?

Note: Using AI to make your complaint can impact how long it takes us to process it. AI tools like ChatGPT, Claude, or Gemini can provide inaccurate or misleading information, include unnecessary details, or generate information that is simply wrong. These tools may misunderstand what our office does, who we oversee, or refer to laws and processes from other provinces or countries.

We ask this to understand how often AI is being used to access our services and to help our staff to review your complaint.

- ☐ Yes
- ☐ No

Q13. How did you hear about our office?

Check all that apply.

- ☐ AI tool (Google Gemini, ChatGPT, Claude, etc.)
- ☐ Internet search
- ☐ Referral by an advocate, community organzation, legal clinic, etc.
- ☐ Word of mouth (family, friend, colleague, etc.)
- ☐ Social media (X, Facebook, etc.)
- ☐ Another organization's website
- ☐ Indigenous Initiatives team or Pathfinder
- ☐ Referral by the Ombuds office

(Required)

Before you submit your complaint, please review and agree to the following statement:

Please visit our policies page at www.bcombudsperson.ca learn more about what we expect.

- ☐ I will be respectful and courteous in all interactions with Ombudsperson staff

Send your completed form to:

PO Box 9039 Stn Prov Govt, Victoria, BC V8W 9A5 | Fax: 250-387-0198