



WHAT HAVE OMBUDSPERSON INVESTIGATIONS ACHIEVED?

- a residents' bill of rights in residential care facilities
- improved procedures to reduce delays in interprovincial child support applications
- best practices to make local council meetings open to the public
- an updated youth custody policy that sets clear limits and expectations on separate confinement
- an appeal process for transit riders living with a disability that meets their needs
- a combined refund of over \$100,000 to hundreds of people affected by a utility billing error
- a second chance for a student after a college appeal process was changed
- refunded fees for a homeowner contesting a flawed bylaw enforcement process

A complaint from one person can lead to systemic changes that benefit many British Columbians.

HOW TO REACH THE OFFICE OF THE OMBUDSPERSON:

Toll Free: 1.800.567.3247

In Victoria: 250.387.5855

Fax: 250.387.0198

On-line: www.bcombudsperson.ca

By Mail: PO Box 9039 STN PROV GOVT
Victoria, BC V8W 9A5 Canada

In Person: Second Floor, 947 Fort Street
Victoria, BC Canada



Telephone interpretation services available in over 150 languages.

Subscribe to E-News at www.bcombudsperson.ca for email notice of reports, newsletters, and updates on the status of Ombudsperson recommendations.

Works in the interests of all British Columbians

Acts independently and impartially

Provides free and confidential services

Assists in finding fair resolutions



■ WHAT CAN THE OMBUDSPERSON DO?

The Office of the Ombudsperson receives complaints about the programs, services and practices of provincial and local public authorities.

The Office of the Ombudsperson can conduct impartial and confidential investigations to determine if a public body is treating people fairly and reasonably. The Ombudsperson is an officer of the provincial legislature and is independent of government and political parties.

■ WE:

- respond to inquiries from the public
- provide information, advice and assistance on issues of administrative fairness
- conduct thorough, impartial and independent investigations of complaints
- look for fair resolutions and make recommendations to improve administrative practices
- monitor complaints for ongoing or recurring instances of administrative unfairness that may require systemic action
- provide reports to the Legislative Assembly and the people of British Columbia to bring public attention to unfair administrative practices
- generally oversee the administrative actions of public bodies to enhance transparency and accountability

■ WHO CAN WE INVESTIGATE?

- provincial ministries
- provincial boards and commissions (e.g. WorkSafe BC)
- provincial Crown corporations (e.g. BC Hydro)
- municipalities, regional districts, Islands Trust
- schools, school boards, colleges, universities
- hospitals, health authorities
- various pension boards of trustees
- professional regulatory bodies (e.g. Law Society, College of Physicians and Surgeons)

■ WHO CAN'T WE INVESTIGATE?

- federal government departments or agencies
- private corporations
- courts
- police

*"Your office provides
people like me
with a voice that is
otherwise frustrated by
bureaucracy."*

■ WHEN SHOULD I COMPLAIN?

You should first try to resolve your complaint directly with the public body before coming to the Office of the Ombudsperson. If you are not able to reach a resolution and believe that you have been treated unfairly by the public body, the Ombudsperson can help.

■ WHEN YOU HAVE A PROBLEM WITH A PUBLIC BODY:

- get the names of the people you are dealing with
- ask how and why an action was taken or a decision was made
- keep track of the responses you are given, including relevant dates
- find out if there is a review or appeal process and pursue that process where possible
- keep copies of all relevant papers, letters and other communication

■ OUTCOMES OF AN OMBUDSPERSON INVESTIGATION INCLUDE:

- new hearing or re-assessment
- access to a benefit
- an apology
- reimbursement of expenses
- improved policy or procedure
- better explanation of decision

250.387.5855
Capital region

1.800.567.3247
Toll-free



The Office of the

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B.C.'s Independent Voice For Fairness