

Having Problems?

Many problems can be solved by speaking to staff at the centre.

But, if you can't solve your problem you may want to make a complaint to the Ombudsman.

You can write to us or fill out the attached complaint form. If your problem is an urgent matter you can call:

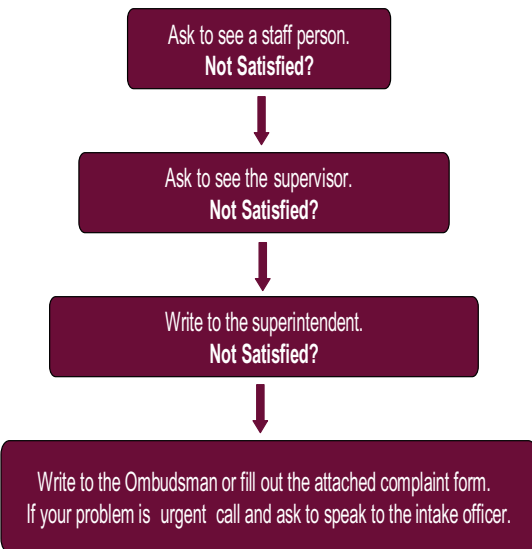
Winnipeg Office: 750-500 Portage Avenue Winnipeg, Manitoba R3C 3X1 Number: (204) 982-9130 Fax: (204) 942-7803 Toll free: 1-800-665-0531	Brandon Office: 603-1011 Rosser Avenue Brandon, Manitoba R7A 0L5 Number: (204) 571-5151 Fax: (204) 571-5157 Toll free: 1-888-543-8230
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You have the right to contact our office.

Solving Your Problem

Whatever your problem, you should try to deal with it.

1. Ask to see a staff person in the cottage and see if they can help.
2. If they can't help, ask to speak with the supervisor.
3. If you are not satisfied, you can write to the superintendent.
4. If after trying all these things you still think that you have been treated unfairly, you can contact the Ombudsman.



Questions Frequently Asked

Q Who can contact the Ombudsman?

A Anyone

Q What kind of problems can I raise?

A Unfair treatment. For example:

- can't see a doctor, nurse or dentist
- living area is not clean
- do not feel safe in living unit
- visits
- fresh air and exercise

Q When can I contact the Ombudsman's office?

A If there are problems that can't be solved with staff at the centre.

Q What kind of urgent matters are there?

A Urgent matters could mean that:

- prescribed drugs are not given
- no access to the doctor, dentist or nurse regarding pain
- living unit is unsafe
- food allergies not addressed

Q How do I make a complaint to the Ombudsman?

A Fill out the form at the back of this brochure or write a letter to the Ombudsman. Anyone can help you write out your complaint. If your problem is urgent, phone our office and ask for the intake officer

Manitoba Ombudsman Complaint Form

Fill out this form, tear it off and put it in a sealed envelope addressed to the Manitoba Ombudsman. Postage will be paid.

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Please include as much information as possible

Title (check one) Mr. Mrs. Ms Miss Other

Last Name:

First Name:

Please give the name of the centre and the cottage/living unit where you are/were held and home address if you have been released or will be released soon.

Centre:

Cottage:

Home address: (please include street, city and postal code)

Home phone number:

If you are still in the centre, what is your release date?