



**How to Solve Problems While in Provincial Jails**

**Manitoba Ombudsman**  
Independent, Impartial Investigation

(Aussi disponible en français)



**Having Problems?**

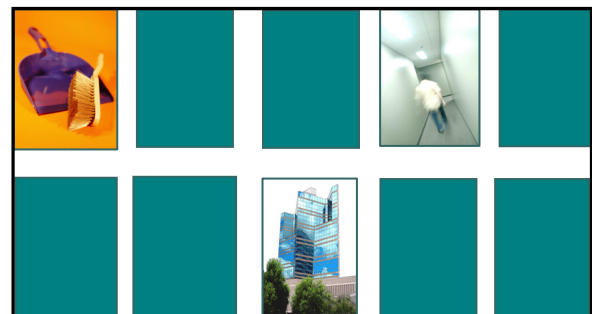
Many complaints can be solved by speaking to staff at the jail.

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 complaint 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

The Ombudsman's telephone number is automatically put on to your telephone PIN.



**Solving your problem**

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

1. Ask to see a staff person on the unit and see if they can help.
2. If they can't help, ask to speak with the unit manager.
3. If you are not satisfied you can send a written request form to the superintendent.
4. If after trying all these things you still think that you have been treated unfairly, you can contact the Ombudsman.

Ask to see a staff person  
**Not Satisfied**

Ask to see the unit manager  
**Not Satisfied**

Send a written request form to the superintendent  
**Not Satisfied**

Write to the Ombudsman or fill out the attached complaint form.  
If your complaint is "urgent" call and ask to speak to Intake Services.

**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 jail and the living unit where you are/were held and home address if you have been released/or will be released soon.

Jail: \_\_\_\_\_

Unit: \_\_\_\_\_

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

Home phone number: \_\_\_\_\_

If you are still in the jail, when is your release date? \_\_\_\_\_

Your Complaint (add an additional page if needed)

What is your complaint?

When did it happen?

What do you feel is unfair?

Did you receive something in writing from staff? Yes

(if you can, please provide a copy)

Did you speak to staff on the unit? Yes

When? Who?

Did you ask to speak with the unit manager? Yes

When?

Did you put in a request to the superintendent? Yes

When?

Signature: Date:



Questions Frequently Asked By Inmates

Q Who can complain to the Ombudsman?

A Anyone

Q What can I complain about?

- 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 complain?

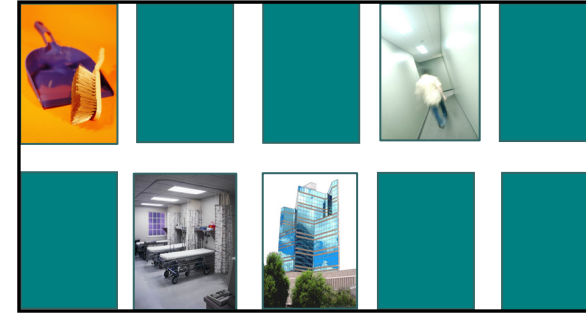
A If there are problems that can't be solved with staff of the jail.

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 the your complaint is "urgent", phone our office and ask for Intake Services.



Questions Frequently Asked By Inmates

Q What happens when the Ombudsman investigates my complaint?

- A We will
- talk to you and staff at the jail to find out what happened
- look at all the facts
- look at the law and policies
- if things are being done right - explain that to you
- if things area not being done right - try to help solve the problem

Q What areas can't the Ombudsman investigate?

- A Anything to do with:
- the judge's decision
- what happened in court
- medical decisions made by doctors, dentists, psychiatrists
- criminal matters
- personal disagreements with other inmates
- a complaint that we have already looked at and there is nothing new to investigate

Staff at the jail or our office can tell you who to talk to regarding any of the above problems.

Q Will the Ombudsman be on my side?

A No, we do not take sides with an inmate or jail. We work for fairness.



Questions Frequently Asked By Inmates

Q Is there a fee for this service?

A No

Q Where can I get an inmate request form?

A Ask a staff member on your unit.

Q Where can I get an Ombudsman complaint form?

A At the back of this brochure.

Q Where can I get more information about the Ombudsman?

A Contact the following office:

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