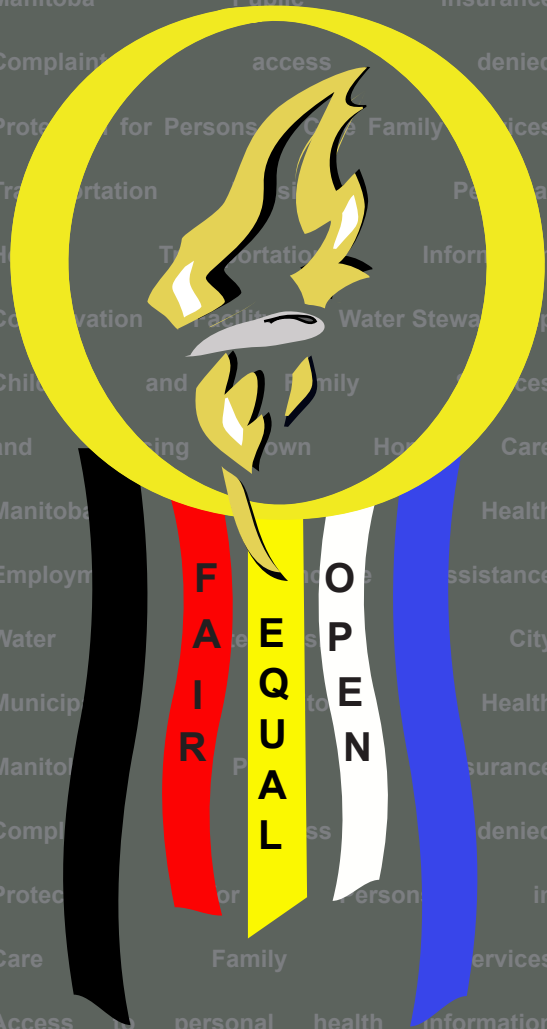


Can We Help?



**Manitoba
Ombudsman**
www.ombudsman.mb.ca

Having a problem with a provincial department/agency, the City of Winnipeg or another municipality?

Many complaints can be solved by raising your concerns within the department/agency/branch.

If you feel that you're not getting anywhere and believe that you're being treated unfairly, you may want to discuss your problem with the Manitoba Ombudsman's Office.

We prefer that formal complaints come to us in writing (you can write to us or fill out the attached complaint form).

If you have a question and/or want to talk to someone about your concern, you can call us at:

Winnipeg Office:
750-500 Portage Avenue
Winnipeg, MB R3C 3X1
(204) 982-9130
1-800-665-0531
Fax: (204) 942-7803

Brandon Office:
202-1011 Rosser Avenue
Brandon, MB R7A 0L5
(204) 571-5151
1-888-543-8230
Fax: (204) 571-5157

Manitoba Ombudsman Complaint Form
Fill out this form, tear it off and put it in a sealed envelope addressed to the Manitoba Ombudsman.

Winnipeg Office:
750-500 Portage Avenue
Winnipeg, MB R3C 3X1
(204) 982-9130
1-800-665-0531
Fax: (204) 942-7803

Brandon Office:
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(204) 571-5151
1-888-543-8230
Fax: (204) 571-5157

Please include as much information as possible.

Title (check one) Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/>
Last name: _____
First name: _____
Home address (please include city, postal code): _____ _____
Home phone number: _____
The name of the provincial department/agency or municipality (city, town, village, community) that you have concerns with: _____ _____
What is your concern? (attach additional page(s) if needed) _____ _____ _____ _____ _____

Your Concern (continued):
(attach additional page(s) if needed)

When did it happen?

What do you feel is unfair?

Did you receive something in writing from the department/agency/ branch?

Yes

(if you can, please provide a copy)

Who did you speak to?

When did you last hear from them?

Did you ask to speak with anyone else about your concerns? Yes

Who?

When?

Signature:

Date:

The following are examples of problems that the Manitoba Ombudsman's Office has helped with:

- An individual believed her medical information had been shared with another person inappropriately
- A mother receiving child support payments had not received any money for a number of months and couldn't get in touch with her case manager
- A driver was hurt in a car accident and was told that he would not receive coverage for his injuries
- A farmer complained that her neighbor was draining water onto her land without a licence, and no enforcement action was taken to stop it
- A pensioner had his power cut off and said that he had no notice that was going to happen

Your problem may be different, but if it relates to a provincial department, agency or crown corporation, or municipal government we may be able to help you.

Questions Frequently Asked

Q. Who can complain to the Ombudsman's Office?

A. Any individual person or group

Q. When can I contact the Ombudsman's Office?

A. When you have attempted to solve your problems through the levels of appeal available to you and still have concerns.

Q. What happens when the Ombudsman investigates my complaint?

A. We will:

- talk to you and the people who work for the department/ agency/ branch to find out what happened
- look at all the facts
- look at the law and policies
- if things are being done right - we will explain that to you
- if things are not being done right - we will try to help solve the problem

Q. What areas can't the Ombudsman investigate?

A. Anything to do with:

- Judge or court decisions
- Medical decisions made by doctors, dentists, psychiatrists
- Concerns with private agencies
- Concerns with Federal government (including Chiefs, Bands, Councils)
- A concern that we have already looked at where there is nothing new to investigate

Q. Will the Ombudsman be on my side?

A. No, we do not take sides or advocate. We work for fairness.

Q. Is there a fee for this service?

A. No