

HAVING A PROBLEM WHILE IN A MANITOBA JAIL?

1

TELL SOMEONE IN THE FACILITY

You may solve your complaint quicker by raising it within the facility. We recommend speaking with a correctional officer in your unit, asking to speak with the unit manager and/or writing to the superintendent.

2

CONTACT THE OMBUDSMAN

If you tried to resolve the issue but still feel you're being treated unfairly, you may want to contact Manitoba Ombudsman. Manitoba Ombudsman handles complaints about government programs and services.



MANITOBA
OMBUDSMAN



WHEN WE LOOK AT YOUR COMPLAINT:

- We talk to you and staff at the jail to find out what happened
- We look at all the facts, laws and policies
- If things are being done as they should be, we'll explain that to you
- If things aren't being done correctly, we'll try to solve the problem



EXAMPLES OF COMPLAINTS YOU MAY MAKE:

- Safety or cleanliness concerns
- Denied visits or phone calls
- Concerns about your mail or personal belongings
- Limited or refused access to medical services or your personal health information



WE ARE NOT ABLE TO:

- Provide advocacy (we do not take sides) or legal advice
- Order placement changes or transfers
- Overturn medical decisions about treatment or prescriptions
- Return calls during evenings, weekends & statutory holidays

3

MAKING A COMPLAINT

Phone: 204-982-9130 (free call to our office in Synergy - please clearly state your full name, PIN # and facility when you call us back) or toll-free at 1-800-665-0531

Fax: 204-942-7803

Mail: 300-5 Donald Avenue, Winnipeg, MB R3L 2T4

Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m. **Tip:** Check our Synergy message for the direct contact phone number, it may change depending on who is handling your complaint.

ombudsman.mb.ca