

# The Ombudsman

The Ombudsman investigates complaints from people who feel they have been treated unfairly by departments or agencies of the provincial government or by a municipal government.

The Ombudsman is an independent officer of the Legislative Assembly (the provincial politicians elected by the public). The Ombudsman is not part of any provincial government department or agency, or municipal government.

The Ombudsman has the power to investigate, make recommendations and report publicly.

Investigations are completed in a thorough, impartial and independent manner.

## Ombudsman investigations

Under *The Ombudsman Act*, the Ombudsman can investigate a complaint about:

- provincial government departments and agencies
- Crown corporations
- boards and commissions that are directly or indirectly responsible to the government
- local government districts, planning districts, and conservation districts
- regional health authorities

The Ombudsman cannot investigate a complaint about:

- decisions of the Legislative Assembly
- municipal policies in the form of resolutions or by-laws
- court decisions
- decisions of the federal government
- treatment decisions of a health professional
- private businesses
- private matters or disputes

The Ombudsman may refuse to investigate a complaint if:

- it is more than a year old
- there is still an avenue of appeal available to you
- the circumstances of the case do not warrant investigation

## Making a complaint to the Ombudsman

Complaints must be made in writing. Write a letter to our office explaining why you think you have been treated unfairly or fill out the Ombudsman Complaint Form available on our website or by calling our office (see “contact us”).

In your complaint, please include:

- the name of the department, agency or municipality being complained about
- a summary of the complaint with sufficient detail to explain the problem
- the dates, names and phone numbers of any person you have been in contact with about your complaint (for example: the worker, manager, supervisor, or others )
- information about any appeal hearing that may have been held and the outcome
- copies of any relevant documentation
- your full name, address and phone number where you can be contacted

There is no fee for our services.

If you have questions about how to make a complaint, contact us at 204.982.9130 or toll free at 1.800.665.0531.

[illegible]

## What happens when the Ombudsman investigates your complaint?

We will:

- contact you to discuss your complaint
- contact the department, agency or municipality about your complaint
- investigate your complaint under *The Ombudsman Act*
- decide if the decision, act or failure to act that concerns you was unfair
- try to resolve the situation with the provincial department, agency or municipality, if we support your complaint
- make a recommendation as a result of your complaint if we cannot informally resolve the situation
- ask the government to respond to our recommendation
- tell you about our decision regarding your complaint

Other brochures in this series:

*The Freedom of Information and Protection of Privacy Act: Access to Information and Privacy:* Interested in getting access to records or concerned about the privacy of your information?

*The Personal Health Information Act: Access to Personal Health Information and Privacy:* Interested in getting access to your personal health information or concerned about the privacy of your personal health information?

*The Public Interest Disclosure (Whistleblower Protection) Act: Disclosure of Wrongdoing:* Do you believe that a serious wrongdoing has been committed in the provincial government?

### Contact us

In Winnipeg  
750-500 Portage Avenue  
Winnipeg, MB R3C 3X1  
204.982.9130  
1.800.665.0531 (toll free)  
204.942.7803 (fax)

In Brandon  
202-1011 Rosser Avenue  
Brandon, MB R7A 0L5  
204.571.5151  
1.888.543.8230 (toll free)  
204.571.5157 (fax)

On the web  
[www.ombudsman.mb.ca](http://www.ombudsman.mb.ca)

Services disponibles en français



## The Ombudsman Act: Fair Treatment by Government

**Concerned that an  
action or decision  
of the provincial government  
or a municipal government  
has been unfair?**



# Manitoba Ombudsman

Independent, Impartial, Fair