

Do you have a problem with an Ontario provincial or municipal service?

Do you feel you were treated unfairly or disrespected?

Did you face a long delay, or have trouble getting answers?

Do you need information about what services you are entitled to?

**We can help.**



Potential outcomes for you include:

- Changing an unfair policy
- Improving a poor service
- Getting reasons for what happened to you
- Receiving money or benefits owed to you

## OUR COMMITMENT

**We want to contribute to reconciliation.**

We can be an amplifying voice for Indigenous issues at the provincial and municipal levels.

By identifying problems and proposing solutions, we help improve the relationship between people in Ontario and the government bodies that serve them.

We are committed to resolving complaints and making recommendations that will improve services, promote human rights, help vulnerable people, and support reconciliation.



Independent Impartial Confidential Free

**Contact us:**

Office of the Ombudsman of Ontario  
483 Bay Street, 10th Floor, South Tower  
Toronto, ON M5G 2C9

1-800-263-1830

[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

Email: [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)

 Facebook: Ontario Ombudsman

 Twitter: @Ont\_Ombudsman

 Instagram: OntOmbuds



Do you have a concern about a provincial or municipal service in Ontario?

**We can help.**



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## WHAT IS THE OMBUDSMAN?

The Ombudsman's Office is a free resource for anyone in Ontario who has a problem with a provincial or municipal government service.

We resolve complaints, investigate issues, and make recommendations to improve public services.

"Ombudsman" means an independent, impartial official who brings people's concerns to the attention of government bodies.

**WE ARE A CULTURALLY SAFE SPACE FOR INDIGENOUS PEOPLE.**

**WE CAN HELP YOU EXERCISE YOUR RIGHTS.**



## WE CAN HELP YOU WITH:



- ServiceOntario (driver's licences, health cards, birth certificates)



- Environmental and natural resources concerns
- Children's aid societies, group and foster homes for children and youth



- School boards, colleges, universities and student assistance programs
- Municipal services, programs and permits
- Correctional facilities and youth justice centres



- Ontario Disability Support Program (ODSP), Ontario Works and other social benefits



- Ontario Health Insurance Plan (OHIP), Trillium Drug Benefit and other drug programs



- Family Responsibility Office (FRO)
- Workplace Safety and Insurance Board (WSIB)
- Landlord and Tenant Board and other tribunals

## WHAT YOU CAN EXPECT FROM US

- We will listen respectfully to your story and ask some questions.
- You can have an Elder or support person with you.
- We will protect your privacy.
- We will make inquiries with the government service to determine if they were fair to you.
- We are independent of all governments. Provincial and municipal officials are required to co-operate with us.
- We do not take sides. If we see something that is unfair, we will work to make it right.
- We will try to resolve your issue quickly. If it is outside our jurisdiction and there is another agency that can deal with the problem, we will help you contact them.
- Our services are free.



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