

Help us improve the French language services provided by the province of Ontario.

Share your experience with us.



Carl Bouchard
Interim French Language Services Commissioner



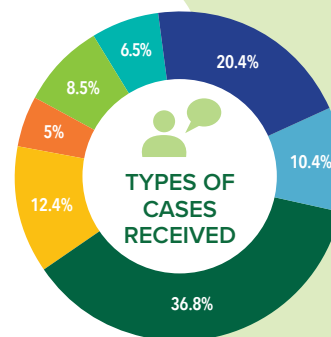
Are you satisfied with the French language services you receive? Let our Compass be your guide.

The French Language Services Commissioner's Compass (**FLSC Compass**) evaluates services on 4 criteria:

- ▶ **Fairness:** Is the service in French equivalent to that offered in English?
- ▶ **Logistics:** Is service in French available and provided at all times?
- ▶ **Satisfaction:** Is your experience with the service positive?
- ▶ **Communication:** Is the service in French well identified, communicated and known?

Why share your experience with us?

- We can bring the service gaps that you notice in your daily life to the government's attention, to get them resolved
- We can point you in the right direction if the issue is outside our jurisdiction
- Our services are confidential and convenient: Call, send us an email, or use our online complaint form



- Written communications
- Online services
- In-person services
- Telephone services
- Social media
- Signage
- Other

www.ombudsman.on.ca ● 1-866-246-5262 ● sf-fls@ombudsman.on.ca

The Ombudsman is an impartial officer of the Legislature who also takes complaints about provincial government bodies, municipalities, school boards, colleges and universities, and children and youth in care.

Independent Impartial Confidential Free