



OmbudsPEI

Approachable | Fair | Impartial

HOW DO I MAKE A COMPLAINT?

Please note, by submitting a complaint, you should be aware that we will be contacting the organization complained about in order to get further information to determine if the complaint can be resolved.

Your complaint should include:

- your name, address, and phone number
- the name of the department, authority or agency you are complaining about
- details about your complaint
- an explanation of what you have done to resolve the problem, including results of any reviews and appeals
- information about why you feel you were treated unfairly
- copies of any relevant documents such as review or appeal decisions.

We share your complaint with the organization so they can respond. The complaint is shared on the condition that it is not used in any way that would detrimentally affect you.

Our investigations are private and our investigator reports are prepared for internal use only. The results of the investigation are shared only with you and with the organization you are complaining about.

CAN I HAVE A COPY OF MY COMPLAINT?

There are two ways to keep a copy of the complaint form once you have filled it in:

- print the form
- save the form to your computer.

Printing the Form

At the top of the form is a “Print Form” button. Click the button and print the completed form for your records. You can print additional copies to have on hand for submitting with any supporting documents if you plan to mail your documents to the Ombudsperson.

Saving an Electronic Copy

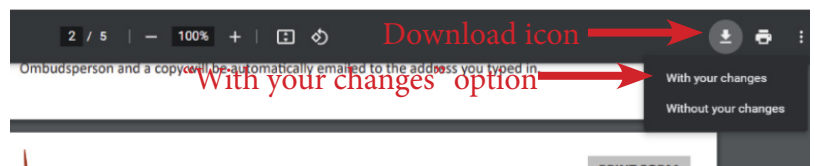
To save an electronic copy of the completed form to your computer, click the download icon at the top right of the document window. Click the “With your changes” option and your computer will ask you where to save the document. Pick the location you want to save to and give the file a name, then click “Save.”

HOW DO I SUBMIT THE FORM?

The form includes a “Submit Form” button. When you have filled in all the information and are ready to submit it:

- click the download icon at the top right of the document window to save it.
- click the “With your changes” option and your computer will ask you where to save the document.
- pick the location you want to save to and give the file a name, then click “Save.”
- open the saved form and click “Submit Form.” The email program on your computer will open. Add a greeting and introduction to the email and click “Send.”

When you click “Send” your form will be submitted to OmbudsPEI.





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FIRST STEPS

Not sure what the Ombudsperson can investigate?

- *Visit our website:* www.ombudspei.ca
(Find us under "Offices")
- *Send us an email:* contactus@ombudspei.ca
- *Call us:* 902-288-1105

Have you already raised your concerns through the agency's complaint or review process?

If not, we encourage you to do so before filing a complaint with the Ombudsperson.

CONTACT INFORMATION

Full Name:

Address:

City:

Province:

Postal Code:

Primary Phone Number:

Alternate Phone Number:

Email Address:

How would you prefer we contact you?

We will do our best to use your preferred method of contact but we may need to communicate with you by other methods to get the information needed to assist with your complaint.

Phone

☐

Email

☐

What else should we know about contacting you?

This might include: international phone numbers or contact information, that you don't want us to leave voice mail messages, requests for interpretation or relay services or other accommodations, that you have an advocate or support person you would like to help you communicate with us, or any other special considerations or requests.

COMPLAINT INFORMATION

Who is your complaint about? Include the name of the department/organization/agency you are complaining about.

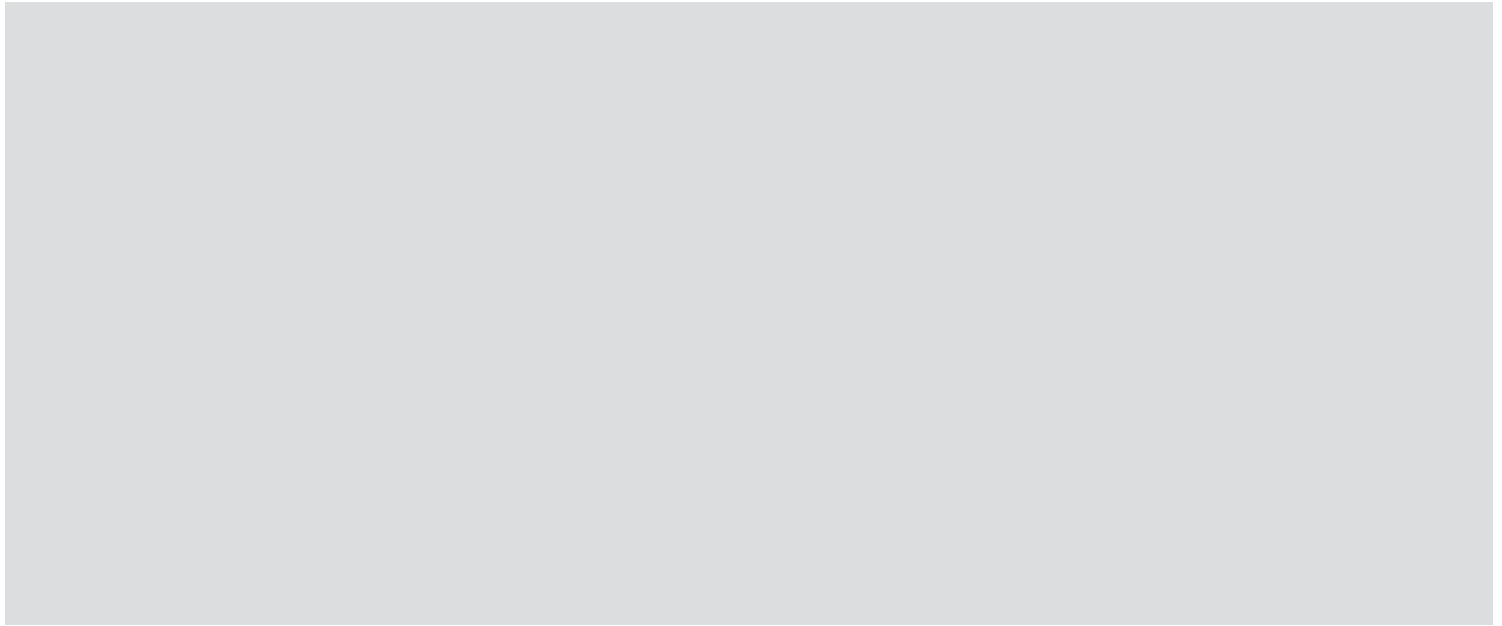
COMPLAINT INFORMATION

Who have you dealt with there? Please include, if possible, names, titles and contact information for the main people you have dealt with at the organization(s), and the dates you have been in contact with them.

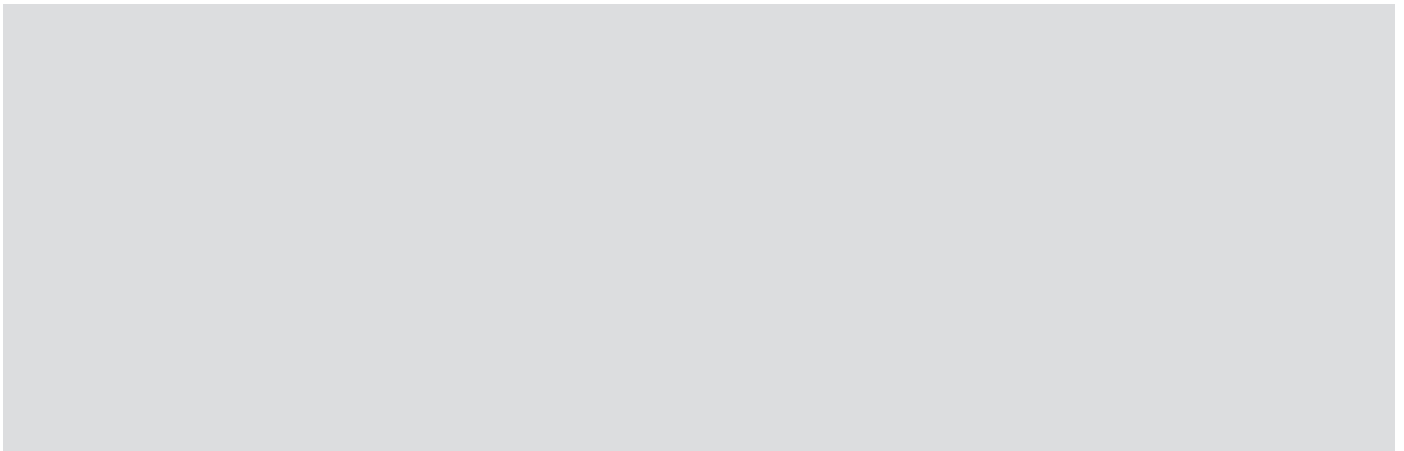
Name:		Title:	
Contact Information:		Dates of Contact:	
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Name:		Title:	
Contact Information:		Dates of Contact:	
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Name:		Title:	
Contact Information:		Dates of Contact:	
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Name:		Title:	
Contact Information:		Dates of Contact:	
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What is your complaint? Briefly summarize your complaint. Please be as specific as possible about what decisions, communications or services you are concerned about, when they occurred, their impact on you, what you think is unfair about the decision, communication or service, and any file or reference numbers related to your complaint.

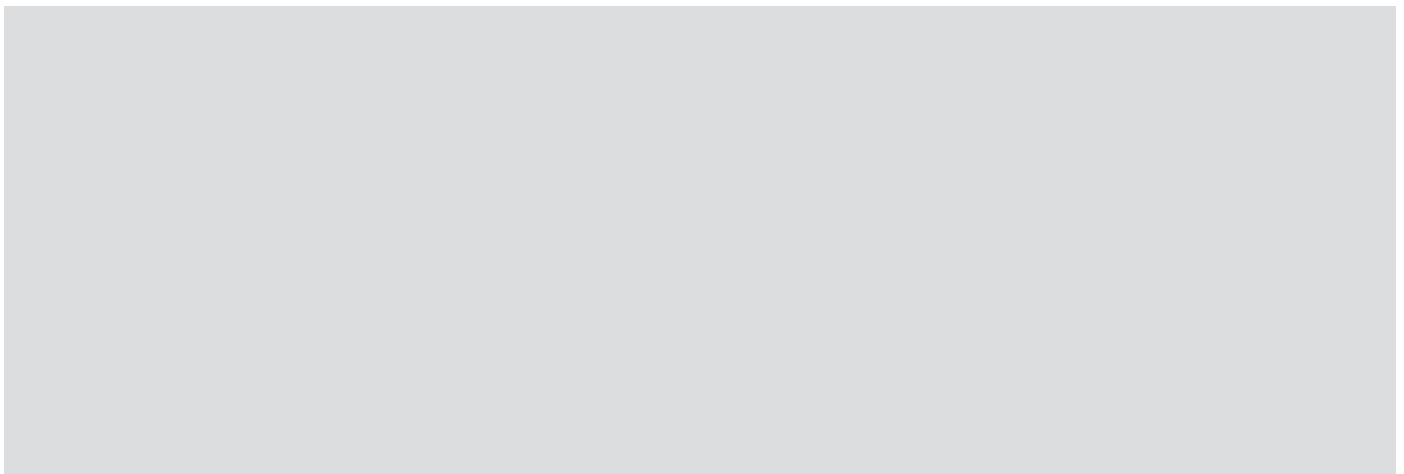
How have you tried to resolve your concerns?

A large, empty gray rectangular box intended for the user to provide a detailed response to the question about resolving concerns.

Tell us about any complaint, appeal, review or reconsideration process you have used, or other steps you have taken to have your complaint dealt with.

A large, empty gray rectangular box intended for the user to describe any complaint, appeal, review, or reconsideration process they have used.

What was the response or review decision? Please include dates of your requests and any responses you received.

A large, empty gray rectangular box intended for the user to provide the response or review decision, including relevant dates.

How can we help you resolve the complaint? What outcome or resolution would be reasonable to you?

What else is important for us to know right now? Please let us know about any upcoming deadlines, complicating factors, other parties involved, or any other information that you think is important to help us assess your complaint.

SUPPORTING DOCUMENTS

Are there any documents you can provide to help us assess your complaint?

The most important documents you can provide are correspondence you've received from the agency you are complaining about – particularly ones that communicate decisions they have made or respond to the concerns you've raised with them.

Please include, if possible, any relevant documents along with your form submission. You may also submit documents and evidence later by mail, fax, email, or in person.

SUBMIT YOUR COMPLETED FORM AND SUPPORTING DOCUMENTS

Email your completed form to our office by clicking the "Submit Form" button at the top of the form. Please review the instructions at the beginning of the form if you would like to have a copy of your completed complaint form.

Supporting documents can be emailed to **contactus@ombudspei.ca** if you have electronic copies to send. Please make sure your full name and primary phone number are included in your email so we can match your complaint form to your documents if you have sent them separately.

Paper copies of your completed complaint form and supporting documents can be mailed to:

Office of the Ombudsperson
Legislative Assembly
197 Richmond Street
PO Box 2000
Charlottetown PE C1A 7N8