



Your Voice of Fairness.

- 1 Were you denied a benefit that you think you're eligible for?
- 2 Do you feel you were treated unfairly by your municipality?
- 3 Have you complained to a government department, but did not receive a response?
- 4 Did you receive a decision that doesn't make sense or doesn't address your concerns?

We can help.



Get in touch

Edmonton Office

9925 – 109 Street NW, Suite 700
Edmonton, Alberta T5K 2J8

Phone: 780.427.2756
Fax: 780.427.2759

Calgary Office

801 – 6 Avenue SW, Suite 2560
Calgary, Alberta T2P 3W2

Phone: 403.297.6185
Fax: 403.297.5121

Toll free: 1.888.455.2756
Email: info@ombudsman.ab.ca

Website: www.ombudsman.ab.ca

Follow us on social media



Scan to learn more about us



independence.

IMPARTIALITY.

innovation.

www.ombudsman.ab.ca





<< What we do >>

The Ombudsman promotes fairness and accountability in the public sector by conducting impartial investigations, addressing systemic issues, making effective recommendations, and providing education to Albertans.

The Ombudsman

- Is independent from government
- Provides services free of charge
- Promotes standards of fairness
- Is approachable and responsive
- Recommends solutions that are fair
- Is respected, influential and effective

Who can you complain to us about?



Alberta provincial government departments, agencies, boards and commissions. This includes Income Support, the Maintenance Enforcement Program, as well as remand and correctional centres.



Alberta municipalities, including towns, villages, and cities.



The Patient Relations Department of Alberta Health Services.



Self-regulated health professions proclaimed under the *Health Professions Act*, such as the Alberta College of Optometrists and the College of Physicians and Surgeons of Alberta.



Other designated professional authorities such as accounting, forestry, and veterinarian professions.

Steps you can take before coming to our office:

- Ask if you can speak with a supervisor or manager about your issue.
- Ask if there is a review or appeal available.
- Write down the names of the people you speak with, when you spoke with them and what they said.
- Treat people respectfully and courteously and listen carefully to them.
- Ask questions if you do not understand what is being said.
- When complaining in writing, clearly explain the issue. Keep a copy of your correspondence and other documentation.

How to make a complaint to the Ombudsman:

To access our confidential complaint form, go to **www.ombudsman.ab.ca**

Some potential outcomes of an Ombudsman review include:

- A clearer explanation or more information from the organization.
- A review or reassessment of a decision, (e.g. your eligibility for benefits).
- A change to policy or procedure.
- Access to an appeal or review process you weren't aware of.

