



What kinds of complaints can people bring to the Ombudsman?

Here are some examples of cases and how they have been resolved.

Tree Trimming Surprise

Gerry* and Felicia* arrived at their property one day to find that 13 mature trees (mainly Siberian Elm) had been cut down – a case of mistaken address. Gerry and Felicia thought they should receive compensation from SaskPower, but learned that none would be provided. They contacted Ombudsman Saskatchewan. While looking into the matter, the Ombudsman investigator learned that the cutting had occurred during a pruning ban. She worked with SaskPower and the Ministry of the Environment to help Gerry and Felicia resolve the matter.

Bridging Communications

Gail* was concerned because she was banned from visiting her husband Glen* who was in a long-term care facility. She worried about his care and wanted to be able to see him. Communication between Gail and the facility and health region had reached a stalemate and Gail was not willing to sign the agreement the region was proposing. Ombudsman Saskatchewan used a facilitated communication process to work with Gail, the facility and the health region. They were able to re-establish visits and agree on a process going forward.

Things That Go Bump in the Night

Eddie* was driving on the highway one night when he felt a bump. There was ice and snow on the road and his traction control was kicking in and out, so he thought that must have been the cause. A while later his engine light came on and his vehicle shut down. There was damage to the front bumper and coolant on the ground. The next day, Eddie noticed a dead raccoon near the spot and wondered if that was what he hit. When he contacted SGI, they said his car repairs would not be covered because he should have stopped sooner. Eddie contacted Ombudsman Saskatchewan. An investigation found that Eddie's actions were reasonable and the Ombudsman recommended that SGI pay for the vehicle repairs. SGI did.

When Was That Exactly?

Dexter* and Desiree*, who were both in their 90's, returned to Saskatchewan after spending a couple of years in another province - but they ran into a snarl of red tape when they tried to get their health cards reinstated. Fall was coming and they wanted to get their flu shots. The Ombudsman's office helped sort out the issue behind the delay and the new cards were quickly provided.

I Still Want to Work

Dallas* was over 60 and had worked all his life. Now he had a medical condition and was waiting for surgery. He had used up his savings and was still trying to find a job that he could do, but was forced to apply for social assistance to make ends meet. He told the Ombudsman's office that he was not provided with enough money for even the most basic necessities and was treated disrespectfully. Ombudsman staff were able to help Dallas and government staff work things out. He received an apology, full assistance benefits and medical benefits based on his condition. He called the office back to say thanks; that he was on the road to recovery and was upgrading his skills so he could find another job.

*Names have been changed to protect confidentiality.