

Promoting
& Protecting
Fairness in
**Government
Services**



**Ombudsman
Saskatchewan**
Promoting Fairness

**Have you been
treated unfairly
by a provincial
or municipal
government
organization?**

Maybe we can help.



The Ombudsman deals with **complaints** from people who **feel they have been treated unfairly** by **provincial** or **municipal government organizations**, including:

-
- **provincial government ministries and agencies**
-
- **Crown corporations, including public utilities**
-
- **the Saskatchewan Health Authority and many other publicly-funded health entities**
-
- **cities, towns, villages, resort villages, rural municipalities and northern municipalities**
-



FREQUENTLY ASKED QUESTIONS

What should I do before contacting the Ombudsman?

Before contacting the Ombudsman, it is always a good idea to try to resolve the problem with the government organization. Many of them have a complaints process. Begin by speaking to a staff member or the manager.

If there is an appeal process, you should first appeal the decision.

The Ombudsman may decide not to move forward with your situation unless you've taken these steps.

How can I make my complaint?

You can make a complaint to the Ombudsman by phone, letter, fax, or the online form on our website.

What happens after I contact the Ombudsman?

WE BEGIN BY:

- asking you what happened.
- asking you what you have done to try to resolve the problem.
- directing you to any complaint or appeal processes available to you that you have not tried.

If you have taken these steps and the matter is still not resolved, we will first try to resolve the matter informally by working directly with you and the government organization.

If the matter cannot be resolved informally, we may investigate, issue a report, and when appropriate, make recommendations to resolve the complaint or prevent the same problem from happening again.

Whether we refer you, try and resolve your issue informally or investigate your concern, we will keep you informed throughout.

Will the Ombudsman represent me?

As an Officer of the Legislative Assembly, the Ombudsman is independent and impartial. We are not advocates for government organizations or for those who contact us.

Will my information be kept confidential?

Yes and we only share as much of your information with the government organization as is necessary to resolve your complaint.

What outcome can I expect?

It depends. Every case is different, but here are some possible results:

- You and the government organization may develop a better working relationship.
- The Ombudsman may decide that the government organization acted fairly and nothing more needs to be done.
- The government organization may voluntarily take steps to correct or improve the situation.
- The Ombudsman may decide that the government organization acted unfairly or could have done better.
- We may make recommendations to the government organization to correct an unfairness or follow a fairer process.

Whatever the outcome, we will share our conclusions with you and explain our reasoning.

What does it cost?

Our services are free.

HOW TO CONTACT US

Our services are free and confidential.

Regina Office

500 – 2103 11th Avenue

Regina, SK S4P 3Z8

Tel (306) 787-6211

Toll Free 1-800-667-9787

Fax (306) 787-9090

Saskatoon Office

500 – 350 3rd Avenue North

Saskatoon, SK S7K 6G7

Tel (306) 933 -5500

Toll Free 1-800-667-9787

Fax (306) 933-8406

Office Hours (both locations)

Monday to Friday

8 a.m. to 12 p.m. and 1 p.m. to 5 p.m.

Online

www.ombudsman.sk.ca



**Ombudsman
Saskatchewan**

Promoting Fairness