

## Our Mission

The Alberta Ombudsman provides oversight to ensure fair treatment through independent investigations, recommendations and education for all Albertans.

## Our Values

**Integrity. Respect. Accountability. Independence.**

We also value a working environment that embraces diversity, fosters personal and professional growth, collaboration and innovation.

## Our Role

### The Ombudsman:

- Is an independent Officer of the Legislative Assembly
- Does not report to any Minister, Executive Council or other individual
- Provides impartial and objective, third-party oversight
- Makes recommendations to improve decisions and/or decision-making processes



## Get in Touch

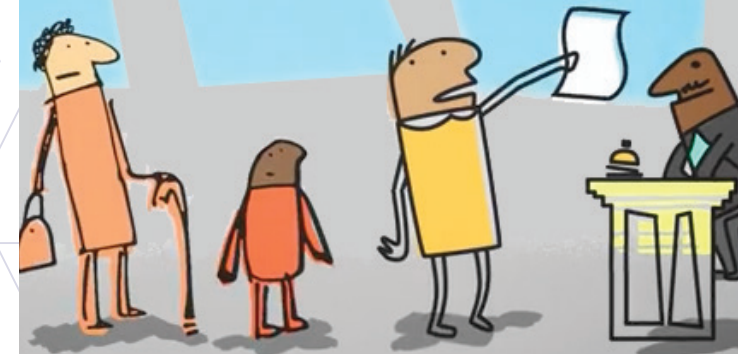
### Edmonton Office:

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](mailto:info@ombudsman.ab.ca)  
Website: [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca)  
Follow us on Twitter: @AB\_Ombudsman



[www.ombudsman.ab.ca](http://www.ombudsman.ab.ca)

**Your voice  
of fairness.**

The Alberta Ombudsman is the office of last resort. If you have completed all available appeals and exhausted all available reviews, you may register a complaint with our office.

[www.ombudsman.ab.ca](http://www.ombudsman.ab.ca)

## Our Jurisdiction

The Ombudsman can investigate any administrative decision, recommendation, act or omission of:

- Alberta provincial government departments, agencies, boards and commissions
- Alberta municipalities
- Patient Concerns Resolution Process of Alberta Health Services
- Self-regulated health professions proclaimed under the *Health Professions Act* such as the Alberta College of Optometrists
- Other designated professional authorities such as accounting, forestry, veterinarian and agrologist professions

The Ombudsman cannot investigate:

- Decisions made by the Federal government
- Members of the Legislative Assembly
- Federal or municipal police forces
- Decisions made by universities or schools
- Decisions made by the courts
- Private businesses or private matters

# Making a Complaint

## HERE'S HOW

- 1 Complete our online complaint form at [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca) or submit your complaint in writing should you not have access to the internet
- 2 Provide specific information about your complaint, your name and contact information (address, telephone number, email, etc.)
- 3 Identify in your complaint the name of the department, agency or organization you are complaining about; include names and titles of the individuals you have dealt with
- 4 Explain what you have done to resolve the problem and why you feel you were treated unfairly
- 5 Describe the result or outcome that you seek
- 6 Provide a copy of the final decision or latest correspondence you received to help us understand your complaint

## Complaint Received

Once the complaint has been received, the Ombudsman will review the information and determine if an investigation is warranted.

If your complaint is accepted, we will:

- Contact you and discuss your complaint
- Contact the department, agency, or designated professional organization and provide them an opportunity to respond
- Advise of the outcome of any investigation to the appropriate department, agency, or designated professional organization involved and
- Provide you with a letter explaining the final outcome of our investigation

The Alberta Ombudsman's office responds to complaints of unfair treatment by authorities and organizations identified in the *Ombudsman Act*.

If you are unsure if your complaint falls within the Ombudsman's jurisdiction, please contact us for further information. The Ombudsman is open, approachable and responsive to questions and concerns of Albertans seeking our assistance.

