

Do you have a problem with an Ontario school board, university, college, or other provincial service?

Do you feel you were treated unfairly or disrespected?

Did you face a long delay, or have trouble getting answers?

Do you need information about what services you are entitled to?

We can help.



Potential outcomes for you include:

- Changing an unfair policy
- Improving a poor service
- Getting reasons for what happened to you
- Receiving money or benefits owed to you

OUR COMMITMENT

By identifying problems and proposing solutions, we help improve the relationship between students and public services in Ontario.

We are committed to resolving complaints and making recommendations that will improve services, promote human rights and help vulnerable people.



Independent Impartial Confidential Free

Contact us:

Office of the Ombudsman of Ontario
483 Bay Street, 10th Floor, South Tower
Toronto, ON M5G 2C9

1-800-263-1830

TTY (teletypewriter): 1-866-411-4211

www.ombudsman.on.ca

Email: info@ombudsman.on.ca

 Facebook: Ontario Ombudsman

 Twitter: @Ont_Ombudsman

 Instagram: OntOmbuds



Do you have a concern about an Ontario university, college, school board or provincial government service?

We can help.



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WHAT IS THE OMBUDSMAN?

The Ombudsman's Office is a free resource for anyone in Ontario who has a problem with a provincial or municipal government service.

We have oversight over Ontario's public universities and colleges. We resolve complaints, investigate issues, and make recommendations to improve public services.

"Ombudsman" means an independent, impartial official who brings people's concerns to the attention of government bodies.

We will try to resolve your issue, or let you know where to go to get help.



WE CAN HELP YOU WITH:



- Universities, colleges, and student assistance programs



- School boards and issues related to early education



- ServiceOntario (driver's licences, health cards, birth certificates)



- Municipal services, programs and permits



- Correctional facilities and youth justice centres



- Ontario Disability Support Program (ODSP), Ontario Works and other social benefits



- Ontario Health Insurance Plan (OHIP), Trillium Drug Benefit and other drug programs



- Workplace Safety and Insurance Board (WSIB)



- Landlord and Tenant Board and other tribunals

- Services provided in French under the *French Language Services Act*

WHAT YOU CAN EXPECT FROM US

- We will listen respectfully to your story and ask some questions.
- We will protect your privacy.
- We will make inquiries with the university, college, school board or government service to determine if they were fair to you.
- We are independent of all governments.
- We do not take sides. If we see something that is unfair, we will work to make it right.
- We will try to resolve your issue quickly. If it is outside our jurisdiction and there is another agency that can deal with the problem, we will help you contact them.
- We are an office of last resort. Many post-secondary institutions have ombudsman offices that can assist you, or other processes you may need to go through before we can address your concerns. We can help guide you if you have questions.
- Our services are free.



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