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Welcome! If you think a provincial government ministry or public agency has treated you unfairly, we may be able to help. The Office of the Ombudsperson receives enquiries and complaints about the practices and services of public agencies within its **jurisdiction**. Our role is to impartially **investigate** these complaints to determine whether public agencies have acted fairly and reasonably, and whether their actions and decisions were consistent with relevant legislation, policies and procedures. Our services are provided free of charge.

The B.C. Ombudsperson is an officer of the provincial legislature; independent of government and political parties; responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable. If you have questions or would like to make a **complaint**, please **contact us**.



LOWER MAINLAND MOBILE INTAKE

*Ombudsperson staff will be available by appointment to discuss your complaint in **Abbotsford on March 4, in Chilliwack on March 5, in Richmond on March 6, and in Surrey on March 7.** Free, confidential and professional interpretation services are offered. **For an appointment, call: 1-800-567-3247.***

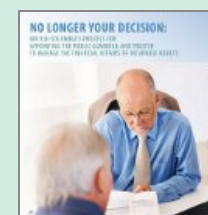
Other languages and interpretation services:

Confidential, professional interpretation services are offered in more than 180 languages and written information on the Office of the Ombudsperson is available in English, French, Chinese, Filipino, Korean, Punjabi, Vietnamese and Spanish.

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