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OMBUDSMAN ANNOUNCES NEW SERVICE: PUBLIC CAN NOW MAKE COMPLAINTS ONLINE
Saskatchewan's Ombudsman, Kevin Fenwick, today announced a new service that will make it easier for people to connect with his office: people who believe a provincial government service has been unfair to them can now register their complaints online. The online form is a secure, convenient way to contact the Ombudsman's office and is available at www.ombudsman.sk.ca. Simply click on "Complaints" or "Contact Us" and choose the online form.

"People who find they have more time to submit a complaint outside regular business hours or who feel more comfortable contacting us online can now do so," Fenwick said. "The information that comes to us through the online form is also secure, so we can continue to protect people's confidentiality."

The Ombudsman's office takes complaints about unfairness in provincial government services, including government ministries, agencies, boards, commissions and Crown corporations. For example:

- ♦ A woman received a letter from a provincial housing authority stating that if they received any more complaints about her, she would be evicted – but she didn't know what she had done to cause the complaints.
- ♦ A single parent attending university believed that custody of his son should have been taken into account when his student loan was calculated. What circumstances were causing the Student Financial Assistance office to reject his requests?
- ♦ A driver was in an accident and found out that her drivers' license was no longer valid, so she would have to pay \$14,000 in repairs – but she had checked with SGI a short time before and was told that her license was valid.

People who submit their complaints online will receive a follow-up call to further discuss the matter. Depending on the nature of the complaint, the Ombudsman's office may investigate, mediate or facilitate a discussion between the individual and the government office. Depending on the findings or results, the Ombudsman may also recommend that government make changes to improve their service to the person who complained and, when appropriate, to others in similar situations.

promoting fairness

Details about taking complaints to the Ombudsman are available at www.ombudsman.sk.ca. The office will continue to take complaints by phone, fax and mail. People who would like to make a complaint in person are encouraged to make an appointment, although walk-ins are also accepted.

Ombudsman Saskatchewan contact information:

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