

# Promoting & protecting fairness in Provincial Correctional Centres



## How to Contact Us

### By Phone

Your calls to our office are free and are not recorded or monitored.

#### REGINA OFFICE

306-787-6211  
1-800-667-7180

#### SASKATOON OFFICE

306-933-5500  
1-800-667-9787

#### OFFICE HOURS (BOTH LOCATIONS)

Monday - Friday  
8 a.m. - 12 p.m.  
1 p.m. - 5 p.m.

### In Writing

You can use the attached form to write to us.

# Having problems while in a provincial correctional centre?

Maybe we can help.

promoting fairness

## Ombudsman Saskatchewan

### Regina Office

#150 - 2401 Saskatchewan Drive  
Regina, SK S4P 4H8

### Saskatoon Office

315 - 25th Street East  
Saskatoon, SK S7K 0L4





## We take complaints from inmates about unfair decisions or treatment in provincial correctional centres.

### Before you contact us, try to solve the problem yourself.

1. Talk to case manager / staff.
2. Not satisfied? Ask to talk to the Team Leader / Assistant Deputy Director Programs.
3. Still not satisfied? Write to the Director.
4. Still not satisfied? Contact us.

### Frequently Asked Questions

#### Who can complain to the Ombudsman?

Anyone.

#### What does it cost?

It's free.

#### What about the inmate telephone system?

Your calls to the Ombudsman are always free and are not recorded or monitored.

#### What kinds of complaints can the Ombudsman take?

We take complaints about unfair treatment.

*For example:*

- you can't see a doctor, nurse or dentist
- health and safety issues in your unit
- problems with visits
- not enough fresh air and exercise
- issues resulting from overcrowding
- access to programming
- Telmate issues

#### What can't the Ombudsman investigate?

We can't investigate:

- a judge's decision
- what happened in court
- medical decisions made by doctors, dentists and psychiatrists
- criminal matters
- personal disagreements with other inmates

If you don't know who to talk to about these kinds of problems, staff at the jail or our office can tell you.

#### What will happen if I make a complaint?

We will:

- ask you about what happened
- ask you what steps you have taken to try to solve the problem
- talk to the jail staff to hear their side of the story

#### Will the Ombudsman be on my side?

The Ombudsman is independent. That means we are not on anyone's side. We look at both sides of a situation and can make recommendations to the jail or Custody Supervision and Rehabilitation Services if we think they have been unfair. If you think you have been treated unfairly, you are welcome to call us or use the attached form to send us your complaint.

#### Will the complaint be investigated?

Sometimes. Depending on the complaint, we might be able to work out a solution quickly, or we might negotiate, mediate or investigate.

#### What will the end result be?

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

- The jail or the government may decide to voluntarily make changes to fix the problem.
- We may decide that the jail or the government acted unfairly or could have done better. If so, we would make a recommendation, stating what we think they should do.
- We may decide that you need a better explanation about what happened. If so, we will ask that this be done.
- We may decide that there was no unfair treatment and that nothing more needs to be done.

#### I have a complaint that the Ombudsman has already looked at. Can I bring the same complaint back again?

Only if you have some new information about it that you didn't have when we first looked at the matter.

### To: Ombudsman Saskatchewan

#### I would like someone from your office to contact me.

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

I am in the \_\_\_\_\_

Correctional Centre, Unit \_\_\_\_\_

#### I would like to talk to you about:

- searches
- cell placement
- security rating
- institutional charges or discipline
- transfers
- temporary absences (e.g. funerals)
- living conditions
- problems with medical, dental, or optical services
- treatment by staff
- Community Training Residence (CTR) placement
- visits
- Child and Family Services
- other

Please note: This form may take up to three business days to reach us. You may also contact us by phone.

#### Regina Office

306-787-6211 or 1-800-667-7180

#### Saskatoon Office

306-933-5500 or 1-800-667-9787