



ALBERTA OMBUDSMAN

“Focused on Fairness”

Complaint Form

First Name: _____ **Last Name:** _____

Address: _____

City: _____ **Province:** _____ **Postal Code:** _____

Contact Number: () _____ Home Work Cell Pager

Secondary Contact Number: () _____ Home Work Cell Pager

Fax Number: () _____

Are you representing someone else in this complaint? Yes No

If yes, please provide the contact information of the person you are representing.

Their First Name: _____ **Last Name:** _____

Their Address: _____

City: _____ **Province:** _____ **Postal Code:** _____

Phone Number: () _____

Contact Considerations

The Alberta Ombudsman Office hours are Monday - Friday, 8:15 am - 12:00 pm and 1:00 pm - 4:30 pm.

What is the best time to contact you? _____

Special contact restrictions: _____

How did you hear about our Office? _____

Complaint Details

1. Which department, agency or organization is your question or complaint about?

Please specify by name.

2. Who have you dealt with at the authority? Please list any names, phone numbers, addresses if possible.

3. (a) Summarize your request for information, or your complaint. List any steps you have taken to try to resolve it and relevant dates.

(b) Please indicate any file or reference numbers, claim numbers or account numbers.

4. Did you file an appeal or apply for a review? If yes, when was the last appeal or review and what was the result?

(Please include a copy of any appeal decision about this issue you have received.)

5. Why do you believe the actions taken against you were unfair?

6. Describe the result or outcome that you seek.

7. If you consider the matter urgent, explain why.

Signature: _____ **Date:** _____

Once your complaint form is received, you will be contacted by telephone or letter. The Alberta Ombudsman will not reply by email.

Please forward your complaint form by fax or mail:

**Alberta Ombudsman
10303 Jasper Avenue NW Suite 2800
Edmonton AB T5J 5C3**

**Fax: (780) 427-2759
Telephone: (780) 427-2756**

Before you fill out the complaint form, we strongly encourage you to read the information provided on our website regarding what the Alberta Ombudsman can investigate at www.ombudsman.ab.ca.