

# How to Fill in the Ombudsman Complaint Form

Follow the steps outlined below to send the Ombudsman Complaint Form, which is a PDF file.

1. Save the form on your desktop or in a directory.
2. Open the form in Acrobat Reader. If you do not have it, you can [download](#) it for free.
3. Fill in the form.
4. Click on *Submit*. At this step, an email will open, to which the form will already be attached.
5. Send your email containing the attached complaint form, as well as any other pertinent document you wish to submit along with it.

Note: If you fill in the form in your browser, it will be impossible to send it by clicking on *Submit*. Also, if you fill in the form in your browser and attempt to save it there, the information will not be saved.



# OFFICIAL COMPLAINT FORM

You may submit this form:

- electronically (fill it in and press the **“SUBMIT”** button at the end);
- as an email attachment (download the [PDF version](#), fill it in and scan it);
- by mail, by fax or in person.

If you require assistance with the form, please contact the Ombudsman’s Office at 613-943-4330.

All complaints investigated by the ombudsman are brought to the attention of the responsible NCC executive director, the NCC chief executive officer (CEO), and the NCC board of directors.

## A. CONTACT INFORMATION

<b>Last name:</b>		<b>First name:</b>	
<b>Company name (if applicable):</b>			
<b>Mailing address:</b>			
<b>City:</b>	<b>Province:</b>	<b>Postal code:</b>	
<b>Home phone / mobile phone:</b>	<b>Work phone:</b>	<b>Fax number:</b>	
<b>Email address:</b>			

## B. List the names of all NCC representatives with whom you have communicated regarding this complaint.

1.	4.
2.	5.
3.	6.

**C. Please explain your complaint.**  
**(You may attach a separate sheet if there is insufficient room on this form.)**


**D. What response did you receive from the NCC?**


**E. Please describe what you believe would be a fair resolution to this issue.**


F. Please list and [attach](#) all emails and other correspondence/documents concerning your complaint. (You may attach a separate sheet for the list if there is insufficient room on this form.)

1.	4.
2.	5.
3.	6.

The Ombudsman's Office can be contacted through the following means.

- Email: [info@ombudsman.ncc-ccn.ca](mailto:info@ombudsman.ncc-ccn.ca)
- Telephone: 613-947-4330 or 1-877-947-4330
- Fax: 613-947-4311
- TTY: 613-947-4339 or 1-877-947-4339
- Mail or in person: 310–40 Elgin Street  
Ottawa ON K1P 1C7

**SIGNATURE**

I confirm that the information on this form is accurate to the best of my knowledge. I understand that the Ombudsman will disclose details of my complaint only when appropriate for the purposes of investigating the complaint.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (yyyy/mm/dd)

**SUBMIT FORM**

The personal information that you provide will be used by the Ombudsman only to investigate the complaint. The information is protected under the *Privacy Act*, and will be maintained under Personal Information Bank "National Capital Commission Ombudsman" (Bank number NCC PPU079). Under the *Privacy Act*, you have the right to access your personal information, request corrections if you believe that some personal information is erroneous or incomplete, and add a notation to the information in issue.

The Ombudsman's website is [www.ombudsman.ncc-ccn.ca](http://www.ombudsman.ncc-ccn.ca)