

☼ Mission

Fostering confidence
in the public service
by promoting
the principles of
Fairness, Integrity, and
Good Governance.

☼ What is the Office of the Ombudsman?

Our purpose is to assist individuals who feel they have been treated unfairly and, when warranted, to recommend improvements in the delivery of government services offered to Nova Scotians. All concerns filed with this office are confidential and will only be shared with the government body involved. Files are not subject to freedom-of-information requests. All services are provided free of charge.

☼ To Contact the Office of the Ombudsman

Office of the Ombudsman:
Suite 700
5670 Spring Garden Road
Halifax, Nova Scotia

Our mailing address is:
PO Box 2152
Halifax, Nova Scotia
B3J 3B7

Telephone: (902) 424-6780

Toll free within Nova Scotia: 1 800 670-1111

Fax: (902) 424-6675

Email: ombudsman@gov.ns.ca

☼ Youth Services

Toll free within Nova Scotia: 1 888 839-6884



Office of the Ombudsman



DO YOU HAVE
CONCERNS ABOUT
PROVINCIAL
OR MUNICIPAL
GOVERNMENT
SERVICES?

For more information on our services, or to view
a copy of the Ombudsman Act, please visit our
website: www.gov.ns.ca/ombu

🌀 How We Can Help You

If you have tried unsuccessfully to resolve your concern(s), you can contact us and we will assess your situation. To help us complete our review, *we may require*

- your name, address, and a telephone number where you can be contacted during the day
- the name of the department, agency, board, commission, or municipality involved
- a detailed summary of the concern
- the name and phone number of any individual with whom you have been in contact regarding your concern
- copies of relevant information and any actions you have taken to resolve the situation

Traditionally, we have been able to resolve many concerns in a relatively short time through our administrative review process. However, some issues require a more in-depth investigation.

🌀 Concerns We Can Investigate

Here are some examples of concerns that we can investigate in relation to provincial and municipal government services:

- the manner in which programs and services are delivered
- fairness and accountability issues
- licenses and permits
- treatment of offenders

🌀 Education

Our staff provide information sessions and presentations to the public and government employees on the role of the Office of the Ombudsman.

🌀 Some Concerns We Cannot Investigate

The Office of the Ombudsman cannot investigate concerns outside our jurisdiction, although we may offer referrals. Some issues that we are unable to investigate include:

- federal government departments or agencies
- private individuals and corporations
- decisions of Cabinet
- decisions of courts and judges
- a solicitor or prosecuting officer acting for the Crown
- decisions of elected provincial or municipal officials
- matters covered by a legislated avenue of appeal

🌀 Our Services

Our role is to ensure that policies and procedures are being followed and are consistent and fair. We provide all parties with an opportunity to be heard, and we treat all individuals fairly, with dignity, respect, and courtesy.

🌀 Investigation and Complaint Services

- reviews and investigates public concerns about provincial and municipal government decisions and actions
- identifies areas of concern and recommends improvements
- assists government bodies to develop and review policies and proposed revisions to legislation and regulations

🌀 Civil Servants

The Civil Service Disclosure of Wrongdoing Regulations came into effect on September 16, 2004. Any civil servant who reasonably believes a wrongdoing has occurred, or is about to, can file a complaint with his or her supervisor/manager, the deputy head, or with the Ombudsman. You are protected against any reprisals as a result of making your disclosure.

🌀 Youth Services

- reviews and investigates concerns received from children, youth, parents, guardians, and youth workers in relation to youth-serving systems (provincial and municipal only)
- monitors conditions in youth facilities through outreach visits and makes recommendations for improvements to facilities

🌀 Seniors' Services

- reviews and investigates concerns received from seniors in residential care facilities, nursing homes, and homes for the aged
- ensures seniors' voices are heard and their issues addressed

Primary responsibility for seniors in these facilities rests with the Department of Health; however, we are establishing a process to assist seniors navigate through government services.

🌀 Own Motion Investigations

We may also decide on our own initiative to investigate government activities and practices. For example, we may decide to do this after noticing a pattern of complaints developing in one specific area.