

Ask the Ombudsman



Answers for children and youth in care

CHILDREN AND YOUTH UNIT

1-800-263-2841

www.ombudsman.on.ca



Why should I call the Ombudsman's office?

Do you feel like no one is listening, you aren't being treated fairly, or you have nowhere to turn?

The Ombudsman's Children and Youth Unit can help. We can take complaints from any young person in care.

Contact us at **1-800-263-2841**,
cy-ej@ombudsman.on.ca
or use the form on our website at
www.ombudsman.on.ca.

- We will listen, answer your questions and make sure you are treated fairly.
- We can also give you information about your rights and connect you with others who can help.
- It is your right to contact us. We can help you in English and French – and many other languages.
- Adults can also complain to the Ombudsman, including parents, guardians and service providers.

Will I get in trouble if I make a complaint?

No, everyone has the right to call the Ombudsman's office.

You have the right to contact us privately, without delay. If you have any trouble, let us know by phone, email or in person.

What can the Ombudsman's office do?

We help people with their complaints about Ontario government bodies.

This includes children's aid societies, foster homes and group homes, mental health treatment centres and youth custody facilities. We can also take complaints about school boards, colleges and universities, social services, and many other things.

Government workers must answer the Ombudsman's questions and co-operate with our investigations.

What are my rights in care?

You have the right to be safe, to be heard and to be part of all decisions about you that affect you.

You have many other rights that we can explain to you when you contact us.

You can find out more about your rights and how the Ombudsman can help on the "Children & Youth" section of our website.

Contact us:

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