



## FRENCH LANGUAGE SERVICES UNIT

# Problems accessing services in French? Contact us. We can help.

[www.ombudsman.on.ca](http://www.ombudsman.on.ca) • 1-866-246-5262 • [sf-fls@ombudsman.on.ca](mailto:sf-fls@ombudsman.on.ca)

### What we do:

- Protect French language rights in Ontario
- Oversee the application of the *French Language Services Act*
- Resolve and investigate complaints about public services in French\*
- Proactively flag issues to public officials to improve the offer of services in French
- Make recommendations and monitor progress made by public bodies
- As part of the Ombudsman's Office, ensure its oversight of provincial and broader public sector bodies includes a "Francophone lens"
- Engage with Ontario Francophones and Francophiles in celebrating our *francophonie*

\*Including complaints about French language services provided by certain hospitals, long-term care homes and other designated bodies specified under the French Language Services Act.

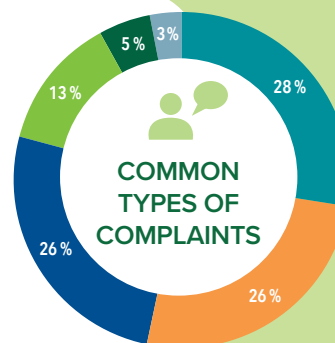


**"Services in French,  
equivalent and without delay,  
*s'il vous plaît!*"**

- Kelly Burke, French Language Services  
Commissioner of Ontario

### Why file a complaint with us?

- When we resolve complaints, we help improve French language services for all
- We can point you in the right direction if the matter is not in our jurisdiction
- Our services are confidential and convenient: Call, email or use our online form



- Written communications
- Online services
- In-person services
- Telephone services
- Social media
- Signage

The Ombudsman is an impartial officer of the Legislature who also takes complaints about municipalities, school boards, colleges and universities, and children and youth in care.

Independent Impartial Confidential Free