

Call us!


Tips for Completing a Complaint Form:

1. Think about the problem you face with a focus of identifying the five W's of describing a problem: who, what, where, when and why.
2. Write clearly. While you do not need to type your Complaint Form, it is important that we are able to read your writing.
3. If you cannot complete or answer in the space provided on the form, then supply additional pages.
4. Enclose as many documents as you feel is necessary to provide a background to your complaint.
5. If English is not your first language, we will try to find a translator to help in the completion of your form.

If you have any questions when completing the form, contact us.

Complaint Forms are available by either contacting the OCR or online at www.citizensrep.nl.ca.




Office of the Citizens' Representative
4th Floor, Beothuck Building
20 Crosbie Place
P.O. Box 8400
St. John's, NL A1B 3N7

Phone: (709) 729-7647
Toll Free: 1-800-559-0079
Fax: (709) 729-7696
Email: citrep@gov.nl.ca
www.citizensrep.nl.ca

Students...

Are you having problems with provincial government services and programs? If so, we may be able to help!

**OFFICE OF THE
CITIZENS'
REPRESENTATIVE
(OCR)**



A guide to assist students

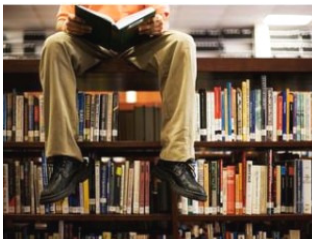
ARE YOU HAVING PROBLEMS WITH THE PROVINCIAL GOVERNMENT PROGRAMS AND SERVICES YOU NEED TO HELP YOU REACH YOUR EDUCATIONAL GOALS?

WHAT WE DO...

The Office of the Citizens' Representative (OCR) offers an independent means for investigating complaints from people who feel they have been treated unfairly with respect to provincial government services, including Student Financial Services.

UPON YOUR FIRST CONTACT WITH THE OCR, OUR OFFICE WILL MOST LIKELY...

- Ask you what you need help with and what you have tried so far to resolve your problem.
- Explain how we can help you and provide you with information about solving your problem on your own.



- Make an inquiry to the respondent government department/agency on your behalf and attempt to mediate a resolution.
- If we are unsuccessful in mediating at the early stages of your inquiry, it may be required that you take advantage of any available appeal processes before initiating an investigation.
- If your appeal is not successful or there is no appeal mechanism available and the OCR is of the opinion that you have been treated unfairly, we will initiate an investigation on your behalf.

THE OCR WILL REQUIRE YOU TO...

- Provide all the details about your complaint including copies of any relevant documents and contact information for anyone involved in your matter.

THE OCR WILL ENSURE THAT...

- Your complaint information will be confidential and only discussed with the appropriate government department or agency.

THE GOVERNMENT DEPARTMENT/AGENCY...

- Will be asked to respond to our request for information in a timely manner, providing the OCR with thorough information about your complaint.

YOU CAN EXPECT THE OCR TO...

- Deal with your complaint as quickly as possible.
- Provide a fair investigation of your complaint.
- Keep your information confidential.

HOW TO MAKE A COMPLAINT...

- Complaints can be made in writing, or by visiting the office (See contact information on back).



The OCR...

Seeking the

answers **YOU**
need!