



# Office of the Citizens' Representative (OCR)

Seeking fairness ...finding solutions



## Students...

**ARE YOU** having problems with provincial government programs and services you need to help you reach your educational goals?

**DO YOU** feel you are being treated unfairly with respect to **Student Financial Services**?

### DID YOU KNOW...

- The OCR investigates complaints from people who feel they have been treated unfairly when using provincial government services.

### OUR OFFICE WILL...

- 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 or start an investigation to Student Financial Services on your behalf and attempt to mediate a resolution once your appeals have been exhausted.



Our Office is ready to help you. Contacts are confidential and there is no fee.

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