



NEWFOUNDLAND AND LABRADOR

## Office of the Citizens' Representative (OCR)

### SENIORS... HAVING A VOICE



Do you feel you have been treated unfairly with respect to the services you would like to receive or have received from a provincial government department, board, corporation or agency? If so, we may be able to help.

The Office of the Citizens' Representative (OCR) investigates complaints from citizens who feel they have been treated unfairly when availing of services provided by the provincial government, its boards, corporations and agencies. Seniors may have a variety of reasons to contact our Office. For example, you may have a complaint about the provision of health care services, public housing or driver registration which you have been unable to resolve.

If you are unable to contact our Office yourself to make a complaint, ask someone you know like a family member or friend to help you.

Complaints filed with our Office are confidential.

There is no fee for our services.

Our Office is ready to help you. Contact us for assistance:



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20 Crosbie Place  
P.O. Box 8400  
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