

## How to Fill in the Ombudsman Complaint Form

Follow the steps outlined below to send the Ombudsman Complaint Form, which is a PDF file.

1. Save the form on your desktop or in a directory.
2. Open the form in Acrobat Reader. If you do not have it, you can [download](#) it for free.
3. Fill in the form.
4. Click on *Submit*. At this step, an email will open, to which the form will already be attached.
5. Send your email containing the attached complaint form, as well as any other pertinent document you wish to submit along with it.

Note: If you fill in the form in your browser, it will be impossible to send it by clicking on *Submit*. Also, if you fill in the form in your browser and attempt to save it there, the information will not be saved.



## OFFICIAL COMPLAINT FORM

### NATIONAL CAPITAL COMMISSION OMBUDSMAN

You may submit this form

- Electronically (fill in and press the **"SUBMIT"** button at the end)
- By mail, by fax or in person (please see contact information on page 3)

If you require assistance, please contact the Ombudsman's Office at 613-947-4330.

All complaints investigated by the Ombudsman are brought to the attention of the responsible NCC Executive Director, Chief Executive Officer, and Board of Directors.

#### A. CONTACT INFORMATION

<b>Last Name:</b>		<b>First Name:</b>	
<b>Company Name (if applicable):</b>			
<b>Mailing Address:</b>			
<b>City:</b>	<b>Province:</b>	<b>Postal Code:</b>	
<b>Home/Mobile Phone:</b>	<b>Work Phone:</b>	<b>Fax number:</b>	
<b>Email address:</b>			

#### B. List all NCC representatives you have communicated with concerning this complaint.

1.	2.
3.	4.

**C. Please explain your complaint.**  
**(You may attach a separate document if you need more space)**

**D. What response did you receive from the NCC?**  
**(You may attach a separate document if you need more space)**

**E. Please describe what you believe would be a fair resolution to this issue.**  
**(You may attach a separate document if you need more space)**

**F. Please list and attach all emails and other written material concerning your complaint.**

1.	4.
2.	5.
3.	6.

The Ombudsman's Office can be contacted by

- Email: [info@ombudsman.ncc-ccn.ca](mailto:info@ombudsman.ncc-ccn.ca)
- Telephone: 613. 947.4330 or 1.877.947.4330
- Fax: 613.947.4311
- TTY: 613.947.4339 or 1.877.947.4339
- Mail or in person: 40 Elgin Street  
Suite 310  
Ottawa, ON  
K1P 1C7

**SIGNATURE**

I confirm that the information on this form is accurate to the best of my knowledge. I understand that the Ombudsman will only disclose details of my complaint when appropriate for purposes of investigating the complaint.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (yy/mm/dd)

**SUBMIT FORM**

The personal information that you provide will only be used by the Ombudsman to collect information on the complaint. The information is protected under the Privacy Act and will be maintained under the NCC Ombudsman Personal Information Bank (number NCC PPU079). Under the Privacy Act, you have the right to access your personal information, request corrections if you believe some personal information is wrong or incomplete, and add a notation to the information.

The Ombudsman's website is [www.ombudsman.ncc-ccn.ca](http://www.ombudsman.ncc-ccn.ca)