



Protected when completed.

### Veterans Ombudsman Complaint Form

Salutation: Mr. <input type="radio"/>					Mrs. <input type="radio"/>		Ms. <input type="radio"/>		Miss <input type="radio"/>		Other _____	
Family name:						Given name(s):				Initial(s):		

Which language do you prefer to use when speaking? English  French

Which language do you prefer to use when writing and reading? English  French

Mailing address:

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Address City

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Province Postal Code Country

**Note: You must provide at least one number.**

Home	Work	Fax	Cellular
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**Please tell us who is filling out this form:**

Are you the complainant (person making this complaint) or are you a representative of the complainant filing this complaint on his or her behalf (for example, family member, Veterans advocate)?

I am the complainant.                       I am a representative of the complainant.

Are you a client of Veterans Affairs Canada? Yes  No

What is your Veterans Affairs Canada file number (if applicable)? \_\_\_\_\_

**Past service that relates to this complaint:**

Note: Please select only ONE type of past service from the list below. You may have more than one type of past service, which you can tell us about in the summary at the end of this form.

- (War Service) Canadian Armed Forces
- (War Service) Allied Forces living in Canada
- (War Service) Merchant Marine
- (War Service) Civilian
- (War Service) Survivor/Family Member
- (Canadian Forces) Current Regular Force Member
- (Canadian Forces) Former Regular Force Member
- (Canadian Forces) Current Reserve Force Member
- (Canadian Forces) Former Reserve Force Member
- (Canadian Forces) Survivor/Family Member
- (RCMP) Current Regular Member
- (RCMP) Discharged Regular Member
- (RCMP) Current Civilian Member
- (RCMP) Discharged Civilian Member

RCMP - Royal Canadian Mounted Police

How would you like us to contact you?

- Telephone     Fax     Mail     Cellular

What is the best time to contact you?

Subject of complaint:

Note: Provide date and location information only if applicable to this complaint.

Date of incident (if applicable):

Location of incident (if applicable):

What is the most recent step you have you taken so far regarding this complaint?

- I have applied to Veterans Affairs Canada.
- I have requested a review by Veterans Affairs Canada.
- I have requested a review by the Veterans Review and Appeal Board.
- I have made an appeal to the Veterans Review and Appeal Board.
- I have taken no steps so far regarding this complaint.
- I have taken other steps described in the summary section.

Note: Put details about other steps in the summary.

Provide a summary of the complaint and describe any steps taken to resolve it and the outcome so far. Be sure to include information about the incident and dates, and information about any other parties that are involved.

**Consent to Disclose Information**

Completed forms can be submitted either by mail or fax (see below). You should not send your complaint form through email. Our online complaint form is the **ONLY** secure way to submit a complaint through the internet.

Mail: Office of the Veterans Ombudsman PO Box 66, Charlottetown, PE C1A 7K2	Fax: 1-902-566-7582 1-888-566-7582 (Toll Free)
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I provide consent for the Office of the Veterans Ombudsman to review my Veterans Affairs Canada file for the purposes of better understanding my complaint. Initial here \_\_\_\_\_

I provide consent for the Office of the Veterans Ombudsman to share information provided by me (in relation to this complaint) with Veterans Affairs Canada. Initial here \_\_\_\_\_

## Privacy Statement

Provision of information requested on this form is voluntary. It is collected under the authority of the Veterans Ombudsman Order in Council P.C. 2007-530 for the purpose of review and resolution of your complaint. Personal information that you provide is protected under the provisions of the *Privacy Act*. The Act provides you with the right to access and request correction of your personal information. Your personal information will be stored in Personal Information Bank number VAC PPU 210.

If you are submitting this form on behalf of the complainant, please note that any information recorded or opinions expressed about the individual on this form belong to the complainant and can be obtained by that person.

If you have any questions, contact our Access to Information and Privacy Coordinator.

Access to Information and Privacy Coordinator		
Office of the Veterans Ombudsman PO Box 66, Charlottetown, PE C1A 7K2	Toll free calls within Canada 1-877-330-4343	Collect calls from outside of Canada 1-902-626-2919
Email: OVOATIP-BOVAIPRP@ombudsman-veterans.gc.ca		

## Outreach and Surveys

The Office of the Veterans Ombudsman sends information about its outreach events by email.

Optional:  Indicate here to be notified of upcoming Veterans Ombudsman outreach events in your area.

Optional: Please provide your email address below:

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The Office of the Veterans Ombudsman undertakes survey activities.

Optional:  Indicate here if you are willing to participate in Office of the Veterans Ombudsman surveys.

Signature	Date (yyyy-mm-dd)

## Privacy-related Questions and Answers

### What are the privacy principles of the Office?

At the Office of the Veterans Ombudsman we understand how important it is for us to protect the personal information of our clients, employees and others.

All personal information will be handled in accordance with the *Privacy Act*. Personal information must be collected before an investigation can be conducted or a complaint processed. The Order in Council P.C. 2007-530, gives legal authority to the Office of the Veterans Ombudsman to collect personal information.

When we act on your behalf we will use, keep and share your personal information only as needed for our review and investigations and only with those individuals that have a need to know. When we use, keep and share your information we make sure that it is stored securely, kept strictly confidential, and used in accordance with the consent you have provided us or the applicable legislation.

### Why do we need your personal information?

We will only ask for information that is needed to start the complaint or enquiry process.

We will use the personal information that you provide for the following purposes:

- To assess your complaint and request
- To start a review
- To review evidence
- To produce findings and recommendations

### How do we collect your personal information?

We only collect your personal information that is needed to do the work related to your complaint.

We will collect personal information from you directly, or from whomever you refer to us on your behalf, and sometimes we get information about you from these other sources:

- Veterans Affairs Canada
- Other third parties who have a right to release personal information about you

## **Do we need your consent to handle personal information?**

We require your consent to collect, use and share your information before working with it directly on your behalf (for example, talking with Veterans Affairs Canada about your complaint). However, you do not need to share any information with us that is not related to your complaint.

You can withdraw consent or change the details of your consent at any time by contacting us. For example, if you tell us that you no longer wish for us to investigate your complaint, we will follow your instructions.

## **Will we share your personal information with anyone else?**

We will only share your personal information for these reasons:

- If you have given us your consent to do so
- In order to resolve your complaint
- If we are required by law to do so

The information will only be shared with those that have a need to know. For example, we may need to share some of your information with Veterans Affairs Canada when we are investigating a complaint on your behalf.

## **How will your personal information be stored?**

Files are stored by the Office of the Veterans Ombudsman in a secure physical location in Personal Information Bank, VAC PPU 210.

## **Can you access your personal information?**

Under the provisions of the *Privacy Act*, you have the right to have your personal information protected, to access your personal information, and to ask for changes to inaccurate information.

Go to *How to Submit an Access to Information or Privacy Request* ([www.ombudsman-veterans.gc.ca/atip-aiprp/submit-soumettre-eng.cfm](http://www.ombudsman-veterans.gc.ca/atip-aiprp/submit-soumettre-eng.cfm)) to find out more about how to request your personal information under the control of the Office of the Veterans Ombudsman.

Please feel free to contact us if you have any questions, or to request updates or corrections to your personal information at any time.

### **How can your information be updated and/or corrected?**

Since we use your personal information to provide services to you, it is important that the information be accurate and up-to-date.

If any of your information changes, contact us as soon as possible to update our records. When you contact us with updates and/or corrections we will work with you to make sure the information is accurate, complete and up to date.

### **Is your personal information secure?**

The Office of the Veterans Ombudsman uses appropriate security measures to protect against loss, theft, unauthorized access, disclosure, use or modification of physical documents regarding personal information. Such measures will vary depending on the sensitivity, amount, format, nature and storage of the personal information and will involve, as applicable, physical, organizational and electronic security measures, including premises security, restricted file access to personal information, and security policies.

### **Who can answer other privacy-related questions?**

If you have any questions pertaining to the *Privacy Act*, please contact the Access to Information and Privacy Coordinator.

<b>Access to Information and Privacy Coordinator</b>		
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