

Office of the Veterans Ombudsman

FAIRNESS FOR ALL



ADEQUATE benefits are in place
+ Benefits are **SUFFICIENT** to meet needs
+ Benefits are quickly and easily **ACCESSIBLE** by those who need them

WHAT WE DO



ASSIST – INFORM

...those who call for help, by providing necessary information and by facilitating referrals to service providers who can best help them.



ADDRESS COMPLAINTS

...from those who believe they have been treated unfairly by VAC or other service providers.



CONDUCT RESEARCH

...to produce reviews and reports containing recommendations to address systemic issues that can potentially affect many other Veterans and their families.



PROVIDE ADVICE

...to the Minister of Veterans Affairs and Parliamentary Committees on issues of importance to Veterans and their families.

WHAT WE CANNOT DO

- Review Veterans Affairs decisions that can be reviewed or appealed to the Veterans Review and Appeal Board.
- Review legal advice, court decisions and the decision of a judge.
- Review matters in the exclusive jurisdiction of the RCMP.



WHERE YOU CAN GO FOR HELP

Submit a complaint online:
veterans-ombudsman.gc.ca
Call: 1-877-330-4343



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