



Organizational Planning

Strategic planning

The BC Ombudsperson’s [strategic plan](#) and associated [service plan](#) serve as a road map for our collective vision, goals and strategies for serving British Columbians in the years ahead.

2021/26 Strategic Plan

Our Vision

Fairness and Accountability in British Columbia’s Public Services



Our Mandate



British Columbia's Independent Voice for Fairness and Accountability

The Office of the Ombudsperson is responsible for overseeing the fairness and accountability of the public sector. We do this by hearing people's concerns about unfair treatment, systemic practices, or wrongdoing, and conducting impartial investigations to identify whether steps should be taken to address them. We address the problems we find by negotiating resolutions, making findings and recommendations, and reporting to the Legislature and the public on our results. Through education and consultation, we also support public sector organizations to build fairness into their programs and services.

Principles that Guide our Work



- Fairness
- Accountability
- Integrity
- Respect
- Impartiality
- Service

Our Goals



- Deepen our connection with the public
- Enhance and modernize our services
- Expand our investigative impact on fairness in public services
- Help authorities to prevent unfairness before complaints arise
- Support implementation of whistleblower protections across the broader public sector
- Advance and support Reconciliation through our work with Indigenous peoples
- Be an inclusive, supportive and engaged workplace

Performance Measures

As the first part of our renewed approach to performance measurement and reporting, we are implementing new survey-based approaches to learn more about the public we serve and their perception and understanding of our office. In 2021/22, we will be surveying the public on the measures below with the intent of establishing baseline data to inform the development of targets for future years.

Goal: Deepen our connection with the public

Survey
Measures
(Phase 1 of
3)



- **Percent of the surveyed public who know where to go if they believe they have been treated unfairly by a provincial or local public authority**

Q1. As far as you are aware, is there an organization in British Columbia whose purpose is to make sure the people of BC are treated fairly by local or provincial government organizations?

- **Percent of the surveyed public who are aware of the purpose and services of the Office of the Ombudsperson**

Q2. How aware and familiar are you with the Office of the Ombudsperson and what it does?

- **Percent of the surveyed public who think the Office of the Ombudsperson is independent of the provincial and local public authorities it investigates**

Q3. To the best of your knowledge, do you think the Office of the Ombudsperson is independent of the local and provincial government organizations it investigates?

- **Percent of the surveyed public who think the Office of the Ombudsperson demonstrates the values of: fairness, accountability, integrity, respect, impartiality and thorough, timely, and professional service**

Q4. Based on what you know or may have seen or heard, or even just your general impressions, how much do you agree or disagree with the following descriptions of the Office of the Ombudsperson?

- **Percent of the surveyed public who would take their complaint about a provincial or local public authority to the Office of the Ombudsperson**

Q5. If you felt you were treated unfairly by a local or provincial government organization and wanted to make a complaint about the service you received, how likely would you be to contact the Office of the Ombudsperson to make a complaint?

Strategic Plan

 [2021-2026 Strategic Plan](#)

 [2016-2021 Strategic Plan](#)

 [2010-2014 Strategic Plan](#)

 [2006-2008 Strategic Plan](#)

 [2001-2005 Strategic Plan](#)

 [1997-2001 Strategic Plan](#)

Service Plan

 [2024-2026 Service Plan](#)

 [2023-2025 Service Plan](#)

 [2021-2024 Service Plan](#)

 [2020-2023 Service Plan](#)

 [2019-2022 Service Plan](#)

 [2018-2021 Service Plan](#)

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 [2011-2016 Service Plan](#)

 [2010-2015 Service Plan](#)

 [2006-2008 Service Plan](#)

 [2004-2007 Service Plan](#)

 [2003-2006 Service Plan](#)



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I want to...

[Make a complaint about unfairness \(for the public\)](#)

[Learn about whistleblowing \(for government employees\)](#)

[Learn how to be more fair \(for public sector organizations\)](#)



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