

We are:

Independent

We are appointed by the Legislative Assembly, but work outside of government.

Confidential

Our work is private, and we are required to uphold secrecy.

Impartial

We do not take sides. We speak up for administrative fairness.

Free of Charge

We do not bill for our services.

*We speak up for
fairness*

Contact Us

1-844-686-6283 (toll-free)

info@nwtombud.ca



www.nwtombud.ca

Office of the Ombud
Northwest Territories

Help for
Children
and Youth



Feel like no one is listening or treating you fairly?

Maybe we can help!

The NWT Office of the Ombud can help youth and their families get fair treatment from public services.

We make sure children and teens know their rights and their voices are heard.

What can the Ombud do?

We take time to listen, find out what is going on and see if you are being treated fairly.

We can help if you are having problems with things like:

- Health and social services
- Department of Motor Vehicles
- Children and Family Services - youth in care
- Benefits and supports for older teens on their own
- Student Financial Assistance
- Conditions or treatment in youth justice centers

Your privacy and safety are protected when you contact us. We'll explain the process, keep you updated, and let you know what we can and cannot do.

If we can't help, we might refer you to someone who can.

As a young person you have rights.

You have a right to:

- Be heard and be part of all decisions that affect you
- Make a complaint and know how to make a complaint
- Have service providers respond to and resolve a complaint
- Know the rules you should follow
- Be told how and why decisions are made about you
- Make an appeal and know how to make an appeal

You may have more rights. We are here to answer your questions.