

Our mandate

The French Language Services Commissioner is responsible for:

- ▶ Conducting independent investigations under the *French Language Services Act* in response to complaints or on his own initiative;
- ▶ Preparing reports on the investigations;
- ▶ Monitoring the progress made by government agencies in delivering French-language services in Ontario.

Mission

The Office of the French Language Services Commissioner ensures that people receive quality services in French from the Government of Ontario.

- ▶ It monitors the implementation of the *French Language Services Act* through its investigative powers.
- ▶ It urges government ministries and agencies to proactively establish policies and programs that reflect the needs of their Francophone clients. It achieves this goal primarily through its power of recommendation.

Commissariat aux
services en français
de l'Ontario



Office of the
French Language Services
Commissioner of Ontario

Why file a complaint?

In Ontario, Francophones have the right to be served in French by government ministries and agencies, especially in the designated regions.

You may file a complaint regarding any situation in which you feel this right has been violated. The issue may have to do with your health card, your driver's licence or something more complicated, such as a non-existent service in French or one that fails to adequately meet the need of the Francophone population.

How do I file a complaint?

- ✎ In person (even without an appointment)
- ✍ In writing
- ☎ By telephone
- ✉ By fax
- @ By email: flsc-csf@flscontario.ca
- 🌐 Online: flscontario.ca

Complaints are treated as confidential. If not admissible, the Commissioner's Office will forward the complaint to the right person or office.

What information do I have to provide to file a complaint?

It's easy to file a complaint with the Commissioner's Office. Simply provide us with the following information:

- ▶ Your name
- ▶ Telephone number
- ▶ Mailing address
- ▶ Email address
- ▶ A summary of the incident or situation with the date, time and location.

Office of the French Language Services Commissioner

Your Voice
Matters

800, Bay Street,
Suite 402
Toronto ON
M5S 3A9

@flscontario

☎ 1 866 246.5262 or
416 847.1515

☎ 416 847.1520
TTY 416 640.0093

@ flsc-csf@flscontario.ca
flscontario.ca