

Gives the public the right to receive services from and communicate with the Ontario government in French in designated areas.

Creates obligations for ministries and agencies designated under the Act to deliver quality French-language services.

Is important for Ontario's Francophone communities because it reflects the contribution of the Francophone population's cultural heritage and the government's commitment to preserve it for future generations.

Makes ministries responsible for the quality of the services provided by the third parties they hire to deliver services on their behalf.

Established the position of Commissioner and the Office of the French Language Services Commissioner. In 2013, it was amended to make the Commissioner independent, and he now reports to the Legislative Assembly of Ontario.

Allows complaints to be made by people who have not received French-language services from the Ontario government or designated agencies or have received poor-quality French-language services. The website of the Commissioner's Office provides instructions on how to file a complaint.

*The
French
Language
Services
Act ...*

You did not receive or were not satisfied with the French-language services from the government of Ontario? **Contact us.**

**Your
voice
matters**

The Commissioner's Office makes sure you receive quality French-language services from the government of Ontario, as required by the *French Language Services Act*. We take your complaints and investigate for you!

Commissariat aux
services en français
de l'Ontario



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