

Fair Practices Office

Impartial • Confidential • Independent



Who Do We Serve?

If you are applying for, or receiving services from the Manitoba government programs listed below, and you feel you have not been treated fairly, the Fair Practices Office (FPO) can provide confidential and impartial assistance. Programs covered by the FPO include:

- Employment and Income Assistance
- Children's disABILITY Services
- Community Living disABILITY Services
- Manitoba Early Learning and Child Care (subsidy)



When Should I Call the Fair Practices Office?

The Fair Practices Office is intended to enhance, but not replace, existing complaint procedures.

1. When conflicts arise, you must first try to speak to your case worker about your concern.
2. If you are unable to resolve the issue with your case worker, you should ask to speak to the supervisor in charge.
3. If you are not able to resolve the issue with the supervisor, you can contact the Fair Practices Office for assistance.



Fair Treatment Means:

- You have an opportunity to submit information and challenge any information used to make a program decision.
- Program decisions are supported by legislation, policy and procedures.
- Your case worker will be respectful, answer your questions and respond to your phone calls in a timely fashion.
- You will receive easy-to-understand reasons for any decisions that are made.

For more information:

To find out if the Fair Practices Office can help you, contact us:

Phone: 204-945-1047

Toll free: 1-800-282-8069

Email: fairpractices@gov.mb.ca

www.manitoba.ca/fs/fpo

Our Resolution Process

If you are not able to resolve your concern with the supervisor, we will investigate and try to mediate a resolution. If we determine there has been unfair treatment, we will make recommendations to program staff to resolve the issue. We cannot issue orders or change the program decisions.

If we are not able to resolve your concern, you have the right to file an appeal with the Social Services Appeal Board on all appealable issues.



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Committed to Quality Service and Fair Treatment