



Government of Canada

Gouvernement du Canada

Veterans Ombudsman

Ombudsman des vétérans

OFFICE OF THE VETERANS OMBUDSMAN

WHO WE ARE


35 STAFF



\$5.3M
GOV'T FUNDING

WHAT WE DO



OUTREACH

- Veterans Engagement at Town Halls & Commemoration
- Media and Parliamentary Engagement
- Two-way Dialogue on Blogs, Website and Social Media Platforms



FRONT-LINE

- Complaint resolution
- Information Requests
- Referrals



REVIEW AND ANALYSIS

- Identification of Systemic Issues
- Engagement with Stakeholders for Resolution
- Reviews to Inform Debate
- Reports to Identify Gaps and Recommend Solutions

WHAT WE DID IN 2014-2015


3720

5510 CONTACTS


1411


379

Phone: **3720**
Emails: **1411**
Online, Letters & faxes: **379**


CLOSED 1388 CASES



PUBLISHED 4 REPORTS & REVIEWS



TOUCHED 1300+ VETERANS