



The Office of the Federal Ombudsman for Victims of Crime

Who are we



An independent office that helps people who have been harmed by an offender serving a federal sentence (two years or more) and provides information on federal programs and services.

What we do

We help victims by...



answering questions about their rights under federal law, including the *Corrections and Conditional Release Act (CCRA)* and *Canadian Victims Bill of Rights (CVBR)*



reviewing complaints related to federal government departments agencies, laws, policies, programs and services



providing information about victim services and programs in Canada

We raise awareness by...



ensuring policy-makers are aware of victims' rights, needs and concerns



sharing who we are and what we do

We provide advice by...



identifying federal laws, programs, policies and services that have a negative impact on victims



making recommendations to the federal government to make laws, policies and programs more responsive to victims of crime

Our guiding principles

We help ensure fair treatment for victims of crime through our...



Independence



Confidentiality



Impartiality



Informal Approach