

# What's in a complaint?

Think of it as a form of active citizenship

**Democratic participation.** We often tell people to be proud of the fact that they live in a democratic country where citizens enjoy many rights and freedoms. There are many ways to actively participate in the democratic process, such as by

- ✓ **voting in elections**
- ✓ **joining a political party**
- ✓ **running for political office**

Did you know that by expressing your concerns in a thoughtful way when you feel unfairly treated by government, you are participating? Yes, that's right! **Think of it as a form of active citizenship.**

**By expressing your concerns, you might help to improve government.**

A complaint about a specific action or decision can give government the opportunity to take a second look at the issue complained about. A complaint can result in positive changes to government and in benefits for society as a whole.

***Can you think of an example where making a complaint has had a positive outcome for an individual or for society?***

**To whom do you complain?**

**If you have concerns, share them with the government organization you have a concern with, an elected official responsible for representing your community or an office that handles complaints, such as the Manitoba Ombudsman's office.**

