

## **CANADA - Ontario Ombudsman launches mobile app**

On November 8, 2011, Ontario Ombudsman André Marin launched a “mobile app” version of his office’s website. This web application will make it easier for the public to connect with his office via smartphones and tablets.

The app, or mobile site, will allow users to file a complaint about Ontario government services or get the latest news from the Ombudsman’s office from their mobile devices. Users will be able to install a separate “app” logo on their devices for quick and direct access to the site – a streamlined version of the full site available at [www.ombudsman.on.ca](http://www.ombudsman.on.ca).

“Our app will let mobile users browse through our site quickly and efficiently and submit a complaint from anywhere, anytime,” Mr. Marin said. “They’ll also be able to read our latest news and reports, search our site, or connect with us through Facebook, Twitter, and YouTube.” The app is believed to be the first of its kind in the ombudsman world, he added.

The mobile site works with all mobile operating systems (e.g., Apple, BlackBerry or Android) and is accessible directly through the Ontario Ombudsman website – not through an app store.

For more information on accessing it from your mobile device, take a look at our instructions here:

<http://www.ombudsman.on.ca/Newsroom/Press-Release/2011/Ontario-Ombudsman-launches-mobile-app.aspx>

The Office of the Ombudsman of Ontario receives more than 14,000 complaints about Ontario government organizations every year, in person, by phone at 1-800-263-1830, and online.

*Source: Office of the Ombudsman of Ontario*