

**CONFIDENTIEL**

To enable us to analyze your request and if you are at ease to do so, please fill in this form and forward it by regular mail, email<sup>1</sup> or in person.

<b>NATURE OF THE REQUEST</b>	<b>CONSULTATION OR REQUEST FOR INFORMATION</b>
<b>PERSONAL DATA</b>	Name : _____ NI (student file number) : _____ Email (@ulaval.ca) : _____ Phone where we can reach you by day : _____ Can we leave a message? Yes ( ) No ( )
<b>STATUS</b>	Student : Undergraduate ( ) Masters ( ) Ph.D. ( ) Postdoc ( ) Former student ( ) Faculty : _____ Department/School : _____ Program of studies : _____  Admission Candidate ( ) Employee ( ) Administrator ( ) Teaching staff ( ) Person who acts as a research subject ( ) Service user ( ) Other ( )  Optional (for statistical purposes) : Quebec resident ( ) Canadian citizen ( ) Permanent resident in Canada ( ) Foreigner ( )
<b>CONSULTATION</b>	Is it the first time that you contact the Ombudsman Office? Yes ( ) No ( )  Referral : Website ( ) Poster ( ) Leaflet ( ) Student services ( ) Friend ( ) Newspaper ( ) Staff academic ( ) Staff non academic ( ) Student handbook ( ) Other ( )  Is this a follow up of a previous contact with the Ombudsman? Yes ( ) No ( ) When was it made? _____
<b>URGENT MATTER</b>	Is your request urgent <sup>2</sup> ? Yes ( ) No ( ) Explain why and precise any applicable deadline or time limit : _____ _____ _____

<sup>1</sup> Please note that e-mail does not provide the same confidentiality as a telephone interview or a letter received by mail, as it leaves traces of its contents on the different sites through which it passes.

<sup>2</sup> The Ombudsman Office reserves the discretion to assess the priority of the interventions.

**NATURE AND DESCRIPTION OF YOUR REQUEST**

1. **Summarize** in a few lines the **facts** regarding of your request.

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2. **Specify** your **expectations** for the ombudsman.

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**STEPS TAKEN**

Describe the steps or recourses already taken, the relevant dates, the names of the person(s) contacted and their position, as the case may be.

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Date : \_\_\_\_\_