



Using AI Tools for Your Complaints

If you use a generative AI tool (such as ChatGPT, Co-Pilot, Claude or Google Gemini) to create your complaint or communicate with our office, it is important to know the information it provides may not be correct or the most accurate information for your situation.

For example, people have sent AI-generated information that references laws from other provinces or countries that don't apply in Newfoundland and Labrador or to their situation, or information about the Ombudsman's jurisdiction that is not true.

To assess your complaint, we need clear and concise information.

- There is no need to write a very long complaint or letter.
- You do not need to refer to legislation or case law.

We strongly suggest using your own words to tell us about your complaint so we can better understand and assess your complaint more quickly. We will also want to talk to you on the phone about your complaint.

If the complaint is very long or hard to understand, we may ask you to state your complaint more clearly and simply. If you do not provide the information we need, we may not be able to assess or work on your complaint.

Please visit our “[Complaint Form](#)” to learn what information we need, or to use the complaint form to make your complaint.

What to be aware of when using generative AI tools

Incorrect Information

AI tools can sometimes create information that is not true. For example, this could be policies or legal cases that do not exist. Check the results to make sure they are true and that the public body or complaint is about is under the jurisdiction of the Citizens’ Representative.

Privacy and confidentiality

AI tools may store and use the personal or sensitive information you put into them.

Unclear complaints

Check that the complaint has the required information we ask for and that it clearly states your complaint, including the specific action or decision that affected you.