

Social Ombudsman

Counselling on concerns relating to social welfare
and the Social Welfare Client Act

Duties



Advising clients on concerns related to the Client Act



Assisting clients with complaints and reminders



Informing clients about their rights



Promoting and enforcing the rights of clients



Monitoring the development of clients' rights and status and reporting annually to the wellbeing services county



Social ombudsman does NOT

make decisions related to services or benefits

Areas of Service



Services and affairs related to social welfare

(for example social work, social guidance, social rehabilitation, child welfare, disability services)



Early childhood education / day care

If your concern is related to

- Kela,
- TE Office,
- health care,
- debt counselling or
- legal guardianship,

please turn to the service provider in question.



Social Ombudsman

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and the Social Welfare Client Act

According to the Act on the Status and Rights of Social Welfare Clients (812/2000)

- Each municipality must appoint a social ombudsman
- The social ombudsman has to be a social worker or a person who has a suitable academic degree and knowledge of the field

In the wellbeing services county of Central Finland, all social ombudsman services are provided by the Centre of Excellence on Social Welfare in Central Finland (Koske).



KOSKE
Keski-Suomen sosiaalialan
osaamiskeskus



**KESKI-SUOMEN
HYVINVOINTI-
ALUE**

Do you need help?

Contact:
SOCIAL OMBUDSMAN
Eija Hiekka

tel. 044 265 1080
(call time Mon–Thu 9–11)
sosiaaliasiamies@koske.fi

Secure email:
[https://www.turvaposti.fi/viesti/
sosiaaliasiamies@koske.fi](https://www.turvaposti.fi/viesti/sosiaaliasiamies@koske.fi)
or

Suomi.fi Messages
(choose Social welfare
ombudsman, Middle Finland)

Post address:
Keski-Suomen sosiaalialan
osaamiskeskus,
Sosiaaliasiamies,
Matarankatu 6,
40100 Jyväskylä

For a personal visit, time can be
booked in advance.
Visiting address in Tourula:
Matarankatu 6
(B-door, 3rd floor)
or other place if necessary.