Social Services Ombudsperson

A Social Services Ombudsperson is there to help you when you need advice and information about your rights as a client. The work of Social Services Ombudspersons is based on law. If a client or a person close to them is dissatisfied with the quality of services they received from the social welfare services or early childhood education, or with how they were treated therein, you can discuss the matter with the Social Services Ombudsperson. The role of the Social Services Ombudsperson is advisory – the Ombudsperson cannot amend decisions and does not act as a legal counsel. The service is free of charge.

Sanna Juurakko and Taija Mehtonen (senior officer) serve as the Social Services Ombudspersons for the Wellbeing Services County of Pirkanmaa.

The duties of a social services ombudsperson include:

- Advising clients on matters related to the application of the Act on the Status and Rights of Social Welfare Clients and the Early Childhood Education Act.
- Advising and, if necessary, assisting the client or their legal representative, relative, or other close person in filing an objection, as well as advising and, if necessary, assisting them in filing an early childhood education and care services objection.
- Counselling on how to initiate a complaint, request for rectification, appeal, claim for damages, or another issue pertaining to the legal rights of a client in the social welfare services or early childhood education and care with the competent authority.
- Providing information on client rights.
- Collecting information on client contacts and monitoring the development of the clients' rights and status.
- Working in any other respects towards the advancement and realisation of the rights of the clients.

You can contact the social services ombudsperson:

- by phone from 1.9.2025 Mon, Wed, Thu 9-11
  Tue 12.30-14.30: 0405045249
- via secure message at the Suomi.fi Messages
- general advice by email: sosiaaliasiavastaava@pirha.fi
- by letter: Hatanpäänkatu 3, 33900 Tampere

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