



Ombudsman



NCC  
CCN



# Annual Report 2018–2019



**National Capital Commission Ombudsman**

# Mandate of the NCC Ombudsman

The mandate of the NCC ombudsman was established by the NCC Board of Directors in 2009. The ombudsman's mandate is to provide members of the public with an independent, neutral, fair and confidential process to resolve complaints concerning the activities of the NCC. The ombudsman is required to keep the NCC board of directors and senior management informed about complaints, on a need-to-know basis.

The ombudsman's aim is to reach the best possible understanding of a situation giving rise to a complaint, and to determine a fair way to resolve it. The ombudsman routinely attempts to resolve complaints informally by reaching an agreement between the complainant and the NCC. If this is not feasible, the ombudsman will conduct a formal investigation and submit a recommendation to the complainant and the NCC.

A person with a complaint must attempt to resolve his or her complaint directly with the NCC. If this is not successful, the ombudsman can address the complaint.

The ombudsman is not able to address complaints that fall outside of the ombudsman's terms of reference.

**The ombudsman is not an advocate for the complainant or for the NCC.**

## What is an ombudsman?

The word *ombudsman* is of Swedish origin. The role was established in Sweden to create a process to address complaints made by individuals against public agencies.

An ombudsman is an independent, neutral official who investigates complaints about an organization in the public or private sector. The ombudsman's mandate and processes are established administratively by the senior management of the organization or by law.

The ombudsman must assess whether or not a complaint falls within the ombudsman's mandate, and if so, whether or not the complaint has merit. The ombudsman works independently and impartially. The ombudsman seeks to achieve a fair resolution of the complaint.

June 20, 2019

*National Capital Commission Board of Directors*

Dear Members of the Board,

I am pleased to submit the Annual Report of the NCC Ombudsman for 2018–2019. Exceptionally, this annual report summarizes the activities of the NCC Ombudsman during the past 15 months, from January 2018 to March 2019. The reason for this is a transition in the Ombudsman's Office from reporting by calendar year to fiscal-year reporting.



Yours truly,

A handwritten signature in black ink, appearing to read 'K. Saville', written over a light blue horizontal line.

Kevin Saville  
NCC Ombudsman

How to contact  
the NCC Ombudsman  
confidentially

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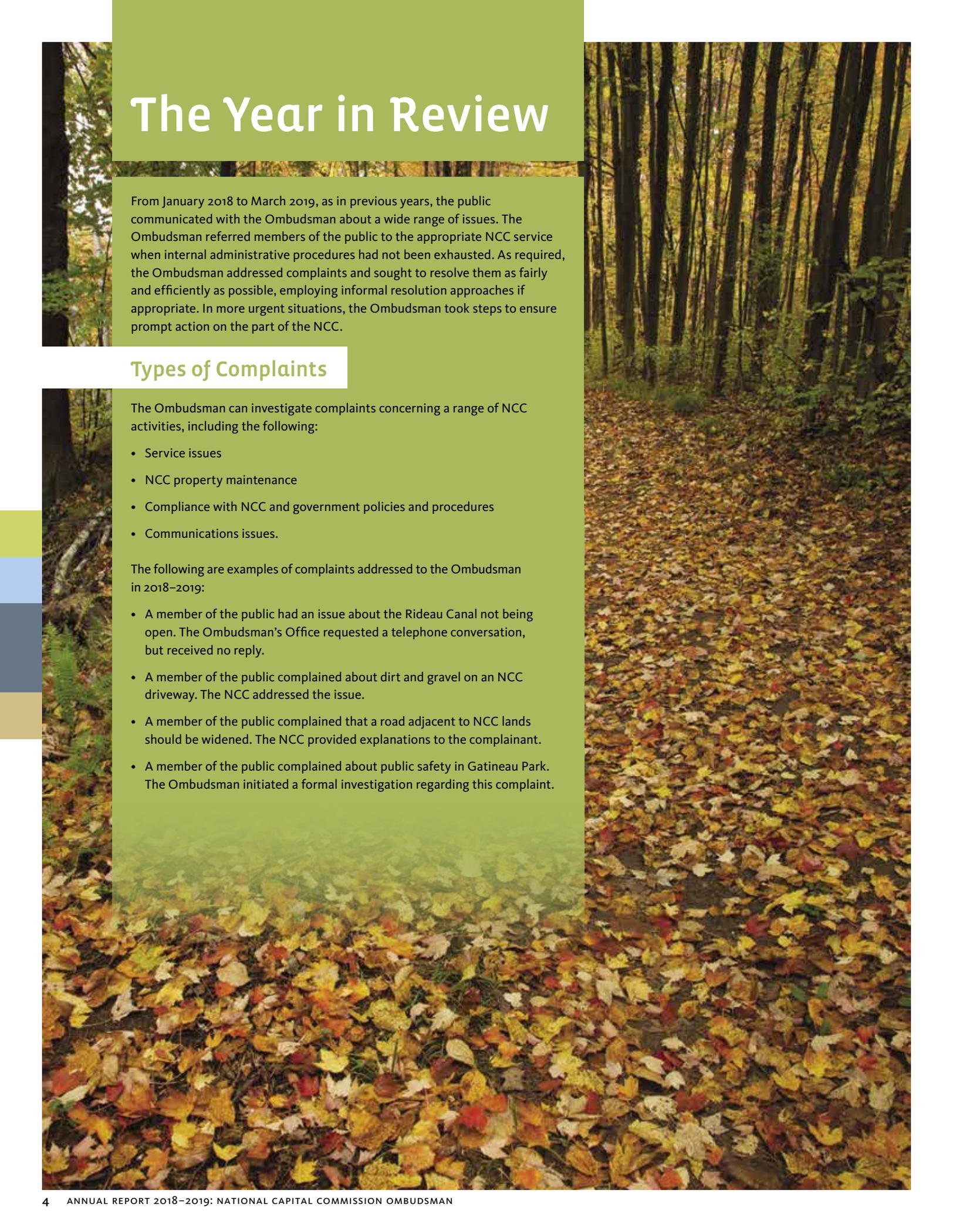
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# The Year in Review

From January 2018 to March 2019, as in previous years, the public communicated with the Ombudsman about a wide range of issues. The Ombudsman referred members of the public to the appropriate NCC service when internal administrative procedures had not been exhausted. As required, the Ombudsman addressed complaints and sought to resolve them as fairly and efficiently as possible, employing informal resolution approaches if appropriate. In more urgent situations, the Ombudsman took steps to ensure prompt action on the part of the NCC.

## Types of Complaints

The Ombudsman can investigate complaints concerning a range of NCC activities, including the following:

- Service issues
- NCC property maintenance
- Compliance with NCC and government policies and procedures
- Communications issues.

The following are examples of complaints addressed to the Ombudsman in 2018–2019:

- A member of the public had an issue about the Rideau Canal not being open. The Ombudsman's Office requested a telephone conversation, but received no reply.
- A member of the public complained about dirt and gravel on an NCC driveway. The NCC addressed the issue.
- A member of the public complained that a road adjacent to NCC lands should be widened. The NCC provided explanations to the complainant.
- A member of the public complained about public safety in Gatineau Park. The Ombudsman initiated a formal investigation regarding this complaint.

## Numbers at a Glance

From January 2018 to the end of March 2019, there were 43 inquiries from the public, involving 41 issues.

TYPE OF ISSUE/INQUIRY	NUMBER OF ISSUES/ INQUIRIES	NUMBER OF ISSUES/ INQUIRIES	ACTION
	Jan. 2018 to Dec. 2018	Jan. 2019 to Mar. 2019	
Inquiry about the Ombudsman's role	2	0	Explained the Ombudsman's role
Issue within the NCC mandate, but NCC internal resolution procedures had not been exhausted.	20	2	Referred to the NCC
Issue outside the NCC mandate	17	1	Suggested that the complainant contact a more appropriate entity
<b>TOTAL</b>	<b>39</b>	<b>3</b>	<b>42</b>

## Complaint Resolution Process

The complaint resolution process requires complainants to try to resolve their complaints directly with the NCC before filing them with the ombudsman. The ombudsman is required to keep the NCC board of directors and NCC senior management informed about complaints, on a need-to-know basis.

