

Ombudsman



NCC  
CCN

# Annual Report 2017

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 in investigating a complaint is to reach the best possible understanding of a situation giving rise to a complaint, and to determine a fair way to resolve it. After completing an investigation, the ombudsman routinely attempts to resolve the complaint informally by reaching an agreement between the complainant and the NCC. If this is not feasible, the ombudsman will 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 investigate the complaint.

The ombudsman is not able to investigate 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.

**December 31, 2017**

*National Capital Commission Board of Directors*

Dear Members of the Board,

I am pleased to submit the Annual Report of the NCC Ombudsman for 2017. This annual report summarizes the activities of the NCC Ombudsman during its ninth year of operation. The report covers the activities of the Office undertaken by my predecessor and myself.



Yours truly,

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

Kevin Saville  
NCC Ombudsman

**How to contact  
the NCC Ombudsman  
confidentially**

**EMAIL**

[info@ombudsman.ncc-ccn.ca](mailto:info@ombudsman.ncc-ccn.ca)

**WEBSITE**

[www.ombudsman.ncc-ccn.ca](http://www.ombudsman.ncc-ccn.ca)

**MAIL**

NCC Ombudsman  
311-40 Elgin Street  
Ottawa ON K1P 1C7

**TELEPHONE**

Direct Line: 613-947-4330

Toll Free: 1-877-947-4330

TTY: 613-947-4339

Toll Free TTY: 1-877-947-4339

**FAX**

613-947-4311





# The Year in Review

In 2017, 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 conducted investigations, and sought to resolve specific complaints 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 2017:

- A member of the public complained about a mistake regarding the amount of her rent for an NCC property. The NCC reimbursed the complainant.
- A member of the public complained about the consultation process related to the NCC's plans for the development of a beach and the creation of a public parking lot adjacent to a forest and a residential area. The Ombudsman conducted a thorough review, and the NCC confirmed that residents holding similar views would be included in future consultations concerning these plans.
- A member of the public complained about chains blocking access to the stairways on a footbridge, thus causing a safety hazard. The NCC worked with the complainant to resolve this 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 that there were disparities in the information contained on the NCC website. The Ombudsman worked with the NCC to address this issue.





## Numbers at a Glance

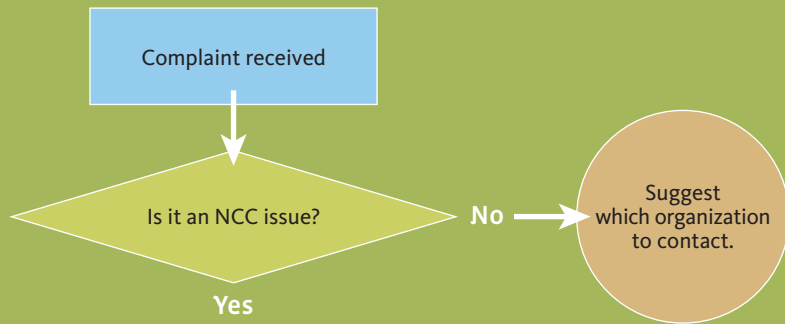
From January 2017 to the end of December 2017, there were 65 inquiries from the public, involving 69 issues.

TYPE OF ISSUE/INQUIRY	NO. OF ISSUES/INQUIRIES	ACTION
Complaint investigation and informal dispute resolution	1	Investigated the complaint and recommended resolution
Inquiry about the Ombudsman's role	1	Explained the Ombudsman's role
Issue within the NCC mandate, but NCC internal resolution procedures had not been exhausted.	36	Referred to the NCC
Issue outside the NCC mandate	23	Suggested that the complainant contact a more appropriate entity

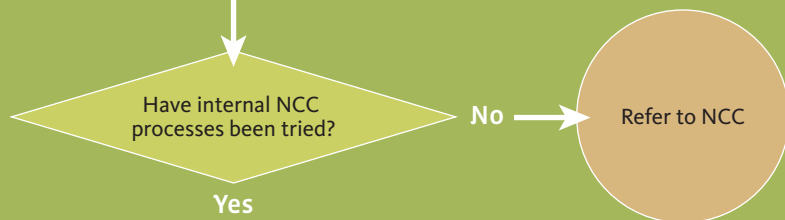
## Complaint Resolution Process

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.

### Level 1



### Level 2



### Level 3

