

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 NCC 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 the situation that gave rise to the complaint and to form a view of a fair way to resolve it. After completing the investigation, the Ombudsman explores the possibility of resolving the complaint informally, by 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 against the NCC must start by trying to resolve it directly with the NCC. If this approach is unsuccessful, the Ombudsman can investigate the complaint.

The Ombudsman is not able to investigate complaints concerning the appropriateness of NCC policies, compliance with contracts or legislation or issues before the courts.

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 against an organization in the public or private sector. The ombudsman's mandate and processes are established either 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 the complaint has merit. The ombudsman must work independently and impartially, meaning that the ombudsman's only interest in the outcome of the complaint is to reach a fair resolution.

December 31, 2014

National Capital Commission Board of Directors

Dear Members of the Board,

I am pleased to submit the Annual Report of the NCC Ombudsman for 2014. This annual report summarizes the activities of the NCC Ombudsman during its sixth year of operation.



Yours truly,

Ellen Fry

NCC Ombudsman

- "Thank you very much... the latest response did provide the information we needed... Thank you very much for your help."
- "I have read your report thoroughly. It's great."

How to contact the NCC Ombudsman confidentially

EMAII

info@ombudsman.ncc-ccn.ca

WEBSITE

www.ombudsman.ncc-ccn.ca

MAIL

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

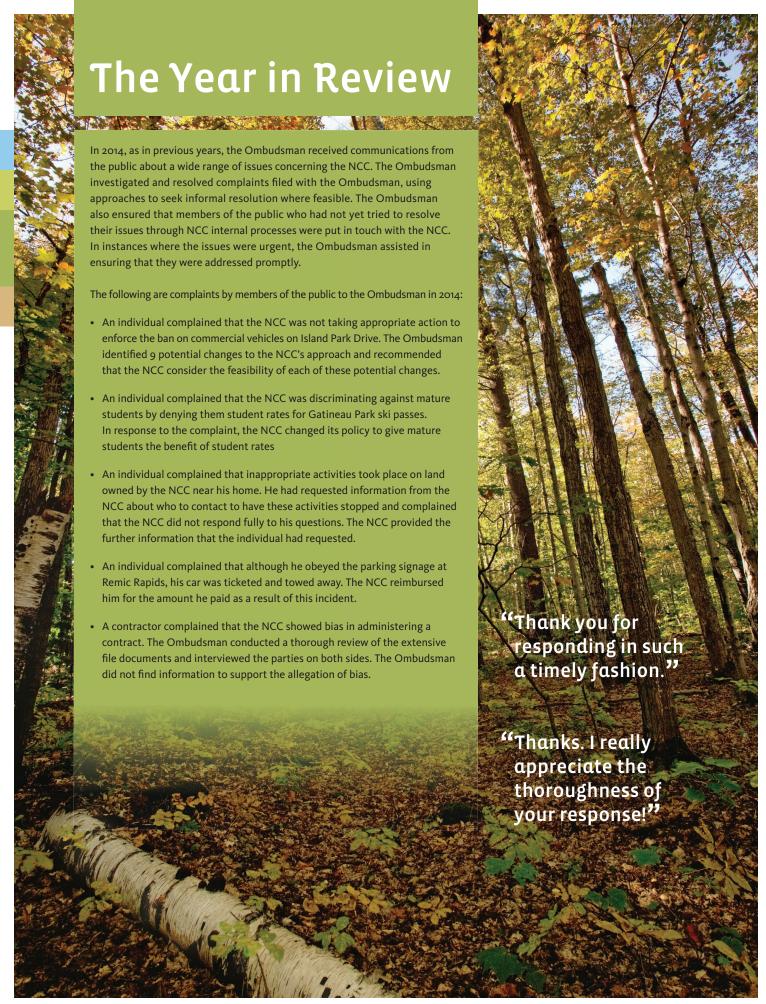
TELEPHONE

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



Types of Complaints

The Ombudsman can investigate complaints concerning the full range of NCC activities. Complaints can involve

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

"Thank you for so graciously assisting me today."

Numbers at a Glance

In 2014, there were 87 issues and inquiries from the public.

TYPE OF ISSUE/INQUIRY	NO. OF ISSUES/INQUIRIES	ACTION
Complaint Investigation	5 investigations, including 7 issues	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 has not yet been tried.	61	Referred to the NCC
Issue outside the NCC mandate	20	Suggested a more appropriate organization to contact

