

Attention: Assignment editors, city editors, political editors  
FOR IMMEDIATE RELEASE



## **NCC's First Ombudsman "Now Open for Business: "Committed to Listening"**

**OTTAWA – April 8, 2009** – The first-ever National Capital Commission (NCC) Ombudsman, Laura Bruneau, today announced that the Office of the NCC Ombudsman is "open for business".

The newly-created position of the NCC Ombudsman was established in late 2008 to serve as an independent, confidential resource for the public to resolve complaints involving the NCC, when all other avenues internal to the NCC have been exhausted.

"The NCC Ombudsman is an important office, created as part of the National Capital Commission's ongoing commitment to increased openness and transparency", said NCC Chair, Russell Mills. "A fluently bilingual lawyer, Laura Bruneau brings an impressive record as a problem solver who impartially resolves legal and administrative disagreements. The Board of Directors and I look forward to working with her as she tables reports and recommendations based on issues brought to her attention".

The Board of Directors has mandated the Ombudsman to provide members of the public with an independent, confidential, neutral, fair and equitable mechanism for resolving complaints when all other redress avenues internal to the NCC have been exhausted.

"As NCC Ombudsman, I am committed to listening. It's my responsibility to ensure that complaints are dealt with in an independent, confidential and impartial manner, with a transparent review process that enables people to understand the steps involved in resolving complaints", said Laura Bruneau. "If you are having a problem with the NCC, and before it comes to the Office of the Ombudsman, you must demonstrate that you have tried to find a solution through the existing NCC processes. If you are still unsatisfied, then the NCC Ombudsman is your last stop".

Bruneau added, "We all share in the beauty, history and future of Canada's Capital Region and I look forward to working with the public, the NCC, and its Board of Directors."

As part of the dispute resolution process, the NCC Ombudsman can make non-legally binding recommendations to the parties involved. The NCC Ombudsman's services are free of charge and are available in English and French.

### ***THE NCC OMBUDSMAN CAN:***

The NCC Ombudsman responds to complaints about issues relating to a decision, a recommendation, an act or an omission of the NCC.

### ***THE NCC OMBUDSMAN CANNOT:***

The NCC Ombudsman cannot intervene or investigate complaints involving any decision, recommendation, act or omission of the NCC Board of Directors or of an elected official; or employee and labour relations conflicts; or ongoing private legal disputes between individuals; or a decision made by a tribunal or an organization carrying out judicial duties. As a result, the

NCC Ombudsman must always first assess whether the complaint falls within the mandate of the office and that redress avenues within the NCC have been exhausted.

**ABOUT THE NCC OMBUDSMAN:**

Appointed in September 2008 by the Board of Directors of the National Capital Commission, Laura Bruneau, B.A., LL.B., C.M.C. is an Ottawa native with over 15 years of experience as a fluently bilingual lawyer specializing in resolving and settling sensitive disputes involving legal and/or administrative issues. In the course of her work, she has responded to thousands of individual inquiries, complaints and claims Canada-wide, namely in the tainted blood scandal. Laura holds a Bachelor of Arts degree in political science from Saint Francis Xavier University and a Law Degree from l'Université de Moncton, granted in 1991, at which time it was Canada's only French common law program. She is a graduate of the University of Windsor Law School program in advanced negotiation, mediation, and arbitration, as well as the Institute of Chartered Secretaries and Administrators.

**CONTACT THE NCC OMBUDSMAN:**

For more information on the role of the office, the complaint resolution process, and to download the Request for Intervention/Investigation complaint form, contact the NCC Ombudsman at:

**Telephone:** 613-947-4330 or toll free at 1-877-947-4330  
**TTY calls:** 613-947-4339 or toll free at 1-877-947-4339  
**Fax:** 613-947-4311  
**Email:** [info@ombudsman.ncc-ccn.ca](mailto:info@ombudsman.ncc-ccn.ca)  
**Mail:** NCC Ombudsman, Suite 310, 40 Elgin Street,  
Ottawa, ON, Canada, K1P 1C7  
**Website** [www.ombudsman.ncc-ccn.ca](http://www.ombudsman.ncc-ccn.ca)

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