

At your service in the name of equity



EQUALITY

EQUITY

INDEPENDENT

IMPARTIAL

EQUITABLE

CONFIDENTIAL

ACCESSIBLE






 ombudsmangatineau.ca

 819-595-4141

855 boulevard de la Gappe, 2nd Floor
Gatineau, Quebec J8T 8H9

Ombudsman
de Gatineau

INDEPENDENT 
EQUITABLE 
ACCESSIBLE 



Easy to access and free services

How can you ensure that your complaint will be addressed by the Ombudsman?

Gatineau's Ombudsman is an instance of **last resort**. You must show that you have exhausted every available administrative option by:

- Placing a **first request** with the [311 non-emergency call centre \(CANU\)](#) to inform Ville de Gatineau of the issue;
- Placing a **second request** if the deadline for addressing the first request has expired or if you are dissatisfied with the response you were given. You can also directly contact the [municipal service centre for your sector](#).



The powers of Gatineau's Ombudsman

The Ombudsman will intervene in response to a request by an individual or a group:

- An intervention may consist of an investigation into a decision, an action or an omission by a municipal employee or someone acting on behalf of Gatineau.
- The Ombudsman can also intervene on his or her own initiative.

You can contact us if:

- You believe that your rights as a resident have been breached;
- You disagree with the manner in which a by-law is applied;
- You are dissatisfied with the time it is taking to process your request or follow up on your file, or with the answers received from one or more municipal departments.



Mission

The mission of Gatineau's Ombudsman is to serve as a **last resort** in addressing complaints from people who are dissatisfied with municipal services in the interest of fairness and upholding the law.

Vision

Through socially responsible leadership, the Ombudsman seeks to:

Spread the word about the services offered in order to improve access by Gatineau residents and their satisfaction;

Create a positive dispute resolution experience for everyone involved.