

**2022 Annual Report of the Ombudsman of Laval:**  
**A year of collaboration and improved operations**  
**457 cases processed**

**Laval, November 8, 2023** - The Ombudsman of the City of Laval, Nathalie Blais, tabled her office's 10th annual report at the City Council meeting on Tuesday, November 7. With the theme "**Acting Together...**" (Agissons ensemble...), the report describes the activities of the Office of the Ombudsman for the year ending December 31, 2022, a year marked by collaboration and improved operations.

« Over the past year, we have worked closely with the General Management and the Mayor. Their support has enabled us to resolve some persistent operational issues and to consider the implementation of sustainable solutions. Although challenges remain, we are optimistic about the future. We would also like to highlight the increased cooperation of the various municipal departments in improving the handling of citizen complaints, with a collaborative strategy that is beginning to bear fruit," declared Nathalie Blais.

**457 processed files in 2022**

Indeed, several operational challenges have been hampering the processing of complaints and impacting the office's productivity over the past few years. These challenges include the obsolescence of its online system for processing complaints, which is no longer capable of producing reports and statistics, response times from municipal services, and a lack of resources within the team. With the support of the General Management and the Innovation and Technology Department, the OdL hopes that a new software system will be implemented in 2024-2025 to better integrate services and process complaints more transparently and efficiently.

The Ombudsman would like to offer his sincerest apologies to certain citizens for not being able to follow up on their complaints within a reasonable delay due to these problems.

These operational issues had been identified since Ms. Blais' arrival, but it was not until 2023 that concrete solutions could begin to be implemented, thanks to the commitment and support of the General Management and the Mayor. Despite these challenges, the OdL has redoubled its efforts to make progress on as many issues as possible. In all, the OdL office managed to process **457** requests over the past year.

In all, 52% of cases were handled within 30 days, including 29% in 5 days or less. Also, in 58% of cases, the Ombudsman's Office guided citizens, informing them of their rights and putting them in touch with the relevant municipal administration or organization. Finally, in 42% of cases, the OdL works in collaboration with the departments concerned to resolve the case fairly.

In 10% of cases, the department concerned has changed its position. Some of these cases are still active due to their complexity. In all, 36% of the cases handled by the OdL were admissible, i.e. the complaints were well-founded. The departments most often involved were:

Public Works: 20.6%, Environment and Eco-citizenship: 15.2%,  
Urban Planning: 12.9% and Engineering: 8.5%.

### **31 commitments**

In keeping with the spirit of collaboration that drives the Office, Ms. Blais favors commitments with the departments instead of recommendations. The commitment is the result of an agreement between the Ombudsman's Office and the City departments. In the period between January 1 and December 31, 2022, and the production of the report, 31 commitments (20 files, including systemic complaints) were recorded, and 55% were completed. The majority of commitments concern the Engineering Department.

### **A clear vision for the future**

"For the coming year, our vision is clear: to resolve disputes between the municipal administration and citizens through openness, listening and communication. Our primary objective is to strengthen ties between all parties involved, facilitate dialogue, and contribute to a harmonious community," continued Ms. Blais.

### **About the Ombudsman of Laval**

Established in its current form in 2013, Ville de Laval's Ombudsman's Office is an impartial, confidential and free service offered to citizens who feel their municipal rights have been or may be infringed. The Ombudsman may intervene on his or her initiative, at the request of an individual or group of individuals, or the request of the Executive Committee or City Council. The Ombudsman's 2022 Annual Report and all previous reports are available at <https://ombudsmanlaval.com/en/publications/>.



- 30 -

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