PRESS RELEASE

Ombudsman de Laval Presents Her 2025 Annual Report

597 cases handled and 23 commitments made by the municipal administration

Laval, November 4, 2026 — The 2025 annual report of Ombudsman de Laval Nathalie Blais was tabled at City Council last night. The report highlights **597 cases handled** and **23 new commitments made by the municipal administration** in response to issues raised through the Ombudsman's interventions. It also underscores the importance of the ongoing dialogue between the Office, residents and the municipal administration, reflecting a shared commitment to improving services for the community.

"Behind every case is a person who wants to be heard and treated fairly. That is our priority. We regret the current inconveniences caused by staffing shortages and the outdated IT system used to receive and process inquiries and complaints. We are continuing our efforts to replace this system, although the decision and implementation timeline remain the City's responsibility. Despite these challenges, the Ombudsman de Laval's Office remains focused on serving Laval residents," said Nathalie Blais, Ombudsman de Laval.

2025 at a Glance

- **597** cases handled
- **23** in-depth investigations
- **23** new commitments made by the City
- **24** existing commitments subject to follow-up
- **41** meetings with department heads, elected officials and the City Manager
- **185** residents referred to 311
- **33%** of complaints deemed admissible
- **21%** of residents referred to another authority
- **40%** of residents contacted the Office by telephone
- **60%** submitted their complaint form through the website or made initial contact by email

A Year Focused on Listening and Dialogue

In 2025, **33%** of complaints received were deemed admissible and were either reviewed or still under review at year-end.

In many other cases, the Office's role was to direct residents to the appropriate avenue for resolving their concerns. As a result, **185 residents were referred to 311**, as they had not yet exhausted the City's administrative recourse mechanisms. In addition, **21%** of residents were referred to another authority because their complaint fell outside the Ombudsman's jurisdiction or did not concern the City of Laval.

The ways residents communicate with the Office also continue to evolve. Approximately **40%** contacted the Office by telephone, while **60%** submitted their complaint form through the website or initiated contact by email.

Most Frequently Cited Municipal Departments

The departments most frequently involved in complaints were **Public Works (22%)**, **Engineering (16%)**, **Environment and Ecocitizenship (14%)**, and **Urban Planning (10%)**. The issues raised included snow removal, trees, infrastructure and water-related concerns, waste collection and nuisances, as well as the enforcement of regulations and processing delays.

Commitments Subject to Ongoing Follow-Up

“A commitment is an important step, but monitoring its implementation is just as essential. Follow-up helps ensure that the corrective measures announced lead to tangible improvements in practices and services provided to residents,” added Nathalie Blais.

Dialogue with the municipal administration and elected officials remains central to this process. A total of **41 meetings** were held during the year with department heads, elected officials and the City Manager.

A Role Dedicated to Fairness

“The cooperation of the municipal administration and the support of elected officials are essential to fulfilling our mandate effectively. They help maintain constructive dialogue and improve practices when changes are needed. This openness directly contributes to strengthening residents’ trust in their municipal administration,” concluded the Ombudsman de Laval.

About the Ombudsman de Laval’s Office

Established in its current form in 2013, the City of Laval’s Ombudsman de Laval Office provides residents with a free, impartial and confidential service when they believe their municipal rights have been, or may be, infringed upon.

The Ombudsman de Laval may intervene on her own initiative, at the request of an individual or group of individuals, or at the request of the Executive Committee or City Council.

The Ombudsman de Laval’s 2025 annual report and all previous reports are available at ombudsmanlaval.com.

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