



National Capital Commission Ombudsman

Summary of Activity 2024–2025



National Capital Commission Ombudsman

Summary of Activity 2024–2025

June 1, 2025

Dear Members of the Board,

I am pleased to submit this Summary outlining the activities of the NCC Ombudsman for the period April 1, 2024 to March 31, 2025.

I am currently serving the fifth year of my mandate. My term will be coming to an end soon.

It has been my privilege to provide Ombudsman services to the public over the last few years. It is important and vital that citizens have an avenue to obtain information about the work of the National Capital Commission or raise concerns or questions about its activities and decisions. Its availability encourages and promotes strong governance and accountability at the National Capital Commission. The board's ongoing support has been much appreciated, as has been the cooperation and professionalism of National Capital Commission officials.

In closing, I wish you productive discussions and success as you move forward on the many issues and projects which are brought forward for your consideration.

Yours truly,



Oriana Trombetti



MANDATE OF THE NCC OMBUDSMAN

The Ombudsman for the National Capital Commission is required to provide members of the public with an independent, neutral, fair, and confidential process to resolve complaints concerning the decisions and activities of the NCC. The goal is to reach the best possible understanding of a situation or concern and create a positive outcome, if possible. In some cases, the circumstances will require that a full investigation of a decision or a situation be carried out. Where appropriate, recommendations can accompany findings.

The mandate of the Ombudsman is articulated in Terms of Reference dated July 31, 2017. There are matters where the Ombudsman does not have authority and therefore cannot become involved. For example, decisions of the Board of Directors or its committees are not reviewable.

THE YEAR IN REVIEW

This summary covers the period of April 1, 2024 to March 31, 2025 and outlines activities carried out by the Office.

Contacts With the Office

From April 1, 2024 to March 31, 2025, members of the public communicated with the Office of the Ombudsman on 42 occasions. A significant number of the contacts raise issues related to access to NCC parkways, the Queen Elizabeth Driveway and parks.

The table below shows how the Ombudsman dealt with the complaints.

April 1, 2024 to March 31, 2025

Type of issue/inquiry	Number of issues/inquiries
Outside the NCC mandate	11
Standard referral to the NCC	30
Informal dispute resolution	1
Complaint investigated	0
TOTAL	42

In some cases where the issue raised did not fall within the mandate of the Ombudsman, efforts were made to redirect citizens to other avenues for information or redress, in keeping with the role of an Ombudsman.

Further information about the foregoing activities is available by contacting the Office of the Ombudsman.

How to contact the NCC Ombudsman confidentially

Email
infoOmbudsman.ncc-ccn.ca

Mail
NCC Ombudsman
311-40 Elgin Street
Ottawa ON K1P 1C7

Website
www.ombudsman.ncc-ccn.ca

Telephone
Direct Line: 613-668-3874
Toll Free: 1-844-668-3874