



CODE of ETHICS

THE OMBUDSMAN DE MONTRÉAL OFFERS A FREE, LAST-RESORT RECOURSE TO PERSONS OR GROUPS OF PERSONS WHO BELIEVE THEY ARE ADVERSELY AFFECTED BY A DECISION, RECOMMENDATION, ACTION OR OMISSION OF THE CITY.

THE OMBUDSMAN DE MONTRÉAL TEAM ACTS WITH RESPECT, EMPATHY, NEUTRALITY AND IMPARTIALITY.

THE OMBUDSMAN DE MONTRÉAL IS APOLITICAL, AUTONOMOUS AND INDEPENDENT FROM THE MUNICIPAL ADMINISTRATION AND ELECTED REPRESENTATIVES.

THE OMBUDSMAN DE MONTRÉAL MUST PROTECT THE CONFIDENTIALITY OF INFORMATION HE RECEIVES, WITH REGARD TO HIS FILES. THEREFORE, THE OMBUDSMAN DE MONTRÉAL IMPLEMENTS AND MAINTAINS APPROPRIATE MEASURES TO ENSURE THAT FILES ARE ACCESSIBLE ONLY TO THE MEMBERS OF OMBUDSMAN'S TEAM.

NEITHER MANAGERS, EMPLOYEES, ELECTED REPRESENTATIVES OF THE CITY, NOR CITIZENS OR OTHER PERSONS, HAVE ACCESS TO THE OMBUDSMAN DE MONTRÉAL'S FILES OR TO THE INFORMATION THEREIN.

THE OMBUDSMAN MAY, HOWEVER, COMMUNICATE TO OTHER PERSONS INFORMATION DEEMED RELEVANT TO EFFECTIVELY INQUIRE INTO OR RESOLVE.¹

THE OMBUDSMAN DE MONTRÉAL'S TEAM AVOIDS SITUATIONS THAT MAY LEAD TO CONFLICTS OF INTEREST, REAL OR INFERRED: THEREFORE, IT CANNOT ACCEPT GIFTS OR RETRIBUTIONS FROM PERSONS WHICH ARE OR COULD BE INVOLVED WITH A CASE.

WHEN ISSUING A RECOMMENDATION, THE OMBUDSMAN DE MONTRÉAL STRIVES TO FIND A SOLUTION THAT IS JUST AND EQUITABLE FOR ALL.

¹ SUBJECT TO APPLICABLE LAWS AND TO THE OMBUDSMAN'S RIGHT TO MAKE COMMENTS ON FILES OF PUBLIC INTEREST.
A CITIZEN MAY ONLY REQUEST THE RETURN OF DOCUMENTS HE/SHE PERSONALLY SUBMITTED.