



Code of Ethics

(Updated: May 2020)

The **Ombudsman de Montréal (OdM)** intervenes when citizens are likely to be adversely affected by a decision, an action, an omission or a recommendation of Ville de Montréal (VdM) or a related entity.

The **OdM** services are easily accessible and totally free. Any mode of communication can be used to reach the **OdM**.

All our files are treated with empathy, neutrality and impartiality, in search of reasonable solutions that are fair and viable.

The **OdM** is a non-political entity. The office operates independently and autonomously of the municipal management and the Elected Officials.

- Members of the **OdM** team cannot take part in any municipal political activity.
- The Ombudsman decides alone of the actions, interventions and conclusions of the **OdM** Office. No approval by VdM Management or Elected Officials is required.
- The **OdM** staff cannot perform any task or function for any other City service or a VdM related entity or any organization or person which has or could have dealings with Ville de Montréal.

Mutual respect is mandatory between the **OdM** staff and any interlocutor. The **OdM** can refuse to examine frivolous or vexatious complaint and those made in bad faith.

The information and documents contained in **OdM** files are confidential. **OdM** files are exempted from the legal right of access to documents held by a public body.

- Access to **OdM** files is reserved exclusively to the **OdM** team members.
- Citizens, plaintiffs and other persons nor VdM managers, employees or Elected Officials have no access to the **OdM** files

Notwithstanding the above:

- The **OdM** team may use or communicate any information or document contained in its files for the purpose of its interventions and inquiries.
- The Ombudsman can publicly comment any **OdM** intervention or report which she deems of public interest.



- A plaintiff may ask the **OdM** to return a document that he or she had personally sent to the **OdM** providing it is still in the file.

The **OdM** team must avoid any situation liable to create a conflict of interest, whether real or perceived.

- The **OdM** team does not accept any gift, compensation or promise thereof other than the salary and social benefits deriving from its employment with the **OdM**.
- Any potential conflict of interest must be reported immediately to the Ombudsman.