

PRESS RELEASE

For Immediate Release

FINDINGS OF THE QUÉBEC OMBUDSMAN'S INVESTIGATIONS: NOW AVAILABLE TO CITIZENS AND MEDIA ONLINE

Québec City, March 3, 2011 – Effective today, the Québec Ombudsman is making available the findings of selected investigations online at www.protecteurducitoyen.qc.ca. This will apply to investigations into both the public administration and the health and social services sectors. You can follow the findings of the Québec Ombudsman's investigations by subscribing to our RSS feed.

This initiative comes in response to requests from journalists eager to obtain information on the context and results of the Québec Ombudsman's investigations into complaints. The Ombudsman is not at liberty to disclose information concerning or comment on any ongoing investigation.

Under the heading **Investigation Results**, you will find the following information for each “real-life case”:

- A summary of the reasons behind the complaint;
- The Québec Ombudsman's recommendations to the department or agency in question;
- The final results.

To comply with confidentiality requirements, the Québec Ombudsman may remove certain information from summaries.

Also newly available online: intervention reports and comments on bills and legislation.

The **Intervention** reports, which relate to the health and social services sector, can be found on our website on both the **Press** Room and the **Cases and Documentation** pages. These documents describe occurrences which have led the Québec Ombudsman to act, either of its own initiative or in response to a request. As with investigation results, these documents set out the Ombudsman's recommendations to the department or agency in question and the results final.

The **reactions to bills and legislation** can be found on our website on both the “Press Room” and the “Cases and Documentation” pages.

The Québec Ombudsman’s mission is to prevent and correct errors or injustices committed against any individual or group of individuals in connection with a Québec government department or agency, or an establishment in the health and social services network. The Québec Ombudsman is a neutral and independent institution under the authority of the National Assembly of Québec.

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Source: The Québec Ombudsman

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