



LE PROTECTEUR DU CITOYEN

Assemblée nationale
Québec



ANNUAL REPORT | 2006-2007

COMPASSION
EQUITY
IMPARTIALITY
RESPECT



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The logo of the Québec Ombudsman is a variation on the classic scales of justice, which symbolizes the search for balance between competing rights. Normally, the scales represent justice as rendered by the courts and administrative tribunals.

On one level, then, the logo symbolizes the desire for justice represented by one of the pans of the scale. At another, the "P" replacing the other pan symbolizes the Protecteur du citoyen. The "P" also refers to the highest level (palier) of justice-equity. Equity means applying the law with a human face.

The values guiding the Protecteur du citoyen reflect its mandate. Serving the population since 1969, it defends the basic rights of justice, equity, respect, transparency, and impartiality in a democratic society.

The Ombudsman is entirely independent from the Government of Québec. The Ombudsperson is named by the National Assembly, to whom she reports. The Ombudsman analyzes situations with complete objectivity and without prejudice with regard to the public service or citizen.

This publication is printed on paper comprised of 30% recycled fibre.

The term "Québec Ombudsman" refers to activities of the institution itself, while that of "Ombudsperson" refers to the personal interventions of the incumbent.

The masculine form in this text is used to designate both men and women.

Version française disponible sur demande.

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ISBN: 978-2-550-49942-8
ISSN: 1189-9522

Québec City, June 2007

Mr. Michel Bissonnet
President
National Assembly
Parliament Building
Québec City (Québec) G1A 1A4

Mr. Speaker,

In accordance with the provisions of section 28 of the *Public Protector Act*, I am honoured to hereby submit the Québec Ombudsman's 37th Annual Report for the year 2006-2007. Given our institution's extended jurisdiction, this document incorporates the report produced under section 38 of an *Act respecting the Health and Social Services Ombudsman*.

The institution's annual management report is also included in this report.



Sincerely,

The Ombudsperson,

A handwritten signature in cursive script that reads "Raymonde Saint-Germain".

Raymonde Saint-Germain