



LE PROTECTEUR DU CITOYEN

Assemblée nationale  
Québec

Annual Report 2007-2008

EMPATHY

EQUITY

IMPARTIALITY

RESPECT



## LE PROTECTEUR DU CITOYEN

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The visual identity of the Québec Ombudsman – the Protecteur du citoyen – is a variation on the theme of justice. The scale of justice represents the quest for balance between the rights of individuals and society, referring typically to decisions handed down by legal or administrative courts.

One of the scales is accentuated, symbolizing the desire for justice, and in place of the other scale we see the letter “P,” for Protecteur du citoyen, a visual reference to fairness or a higher level of justice. Fairness is the humane application of the law.

The Québec Ombudsman is guided by values that reflect its mission. The institution has served the public since 1969, defending such fundamental values as justice, fairness, respect, transparency, and impartiality.

The Québec Ombudsman is independent of the government. The Ombudsman is appointed by –and reports to– the National Assembly. The Ombudsman conducts completely objective analyses of issues, without bias toward either the government or the individual.

Québec City  
May 2008

Michel Bissonnet  
President of the Québec National Assembly

Dear Mr. Bissonnet:

In accordance with Section 28 of the Public Protector Act, I have the honor of submitting to you the Québec Ombudsman's 38th Annual Report for fiscal year 2007–2008. In view of the expanded jurisdiction of the Ombudsman's office, the report prepared in accordance with Section 38 of the Act respecting the Health and Social Services Ombudsman has been included.

The annual report on the management of this institution for the same period is also part of this document.

Sincerely yours,

A handwritten signature in black ink, reading "R. Saint-Flermain". The signature is written in a cursive style with a large initial "R".

Raymonde Saint-flermain