

Validation report from the internal auditor

Ms. Raymonde Saint-Germain
Québec Ombudsperson

In accordance with the mandate entrusted to me, I have conducted an examination of the results, explanations, and information presented in the Québec Ombudsman's annual report for the fiscal year ending on March 31, 2011. The Québec Ombudsman's administrators are responsible for the accuracy, completeness and disclosure of the data.

I am responsible for evaluating the plausibility and consistency of the information, based on the work I have done.

This examination, which did not constitute an audit, was performed in accordance with the international standards of the Institute of Internal Auditors. It consisted of obtaining information and supporting documentation, using analytical procedures, documenting the operation of compilation mechanisms, revising calculations, and discussing the information provided. My efforts were focused on the "Results in Figures" section. For the other sections of the report, my work was limited to the figures provided.

Based on my examination, I conclude that the information contained in the Québec Ombudsman's 2010-2011 *Annual Report* appears to be plausible and consistent in every important respect.



Jean Gamache, CA
Québec City, July 2011