WHO WE ARE

Ombudsman

Paul Dubé

Deputy Ombudsman

Barbara Finlay

Early Resolutions

Complaint intake, triage, referrals, issue identification and analysis, research and complaint resolutions.

Director: Eva Kalisz Rolfe

Investigations

Individual investigations, proactive work, complex complaint resolutions, identification of trends and systemic issues.

Director: Sue Haslam

Special Ombudsman Response Team (SORT)

Systemic issue investigations, extensive field work, follow-up.

Director: Domonie Pierre

French Language Services Commissioner / Deputy Ombudsman

Kelly Burke

Children and Youth Unit

Early resolutions, investigations, reports and outreach related to complaints and systemic issues regarding children and youth in care.

Director: Diana Cooke

French Language Services Unit

Early resolutions, investigations, reports and outreach related to complaints and systemic issues regarding French language services.

Director: Carl Bouchard

Human Resources and Administration

Recruitment, training, human resources administration and facilities.

Director: Cheryl Fournier

Finance and Information Technology

Financial services and administration, information technology. **Director:** Tim Berry

Communications

Reports and publications, website, media relations, social media, video, presentations and outreach activities.

Director: Linda Williamson

Legal Services

Legal support, evidence analysis, report preparation, municipal open meeting investigations.

General Counsel: Laura Pettigrew and Wendy Ray