

For Immediate Release**Title:** *Ombudsman Establishes a New Award:
Recognition for Outstanding Complaint Handling***Toronto – December 1, 2011**

The Ombudsman for the City of Toronto is inviting residents to tell her about city staff who have gone the extra steps to address their complaints about service from the City.

Fiona Crean today announced the establishment of *The City of Toronto Ombudsman Public Service Awards*, which will recognize outstanding public service in resolving claims of unfairness in the delivery of service by the City of Toronto.

"While my reports have pointed to problems" says Crean, "I also want to pay tribute to the employees who, every day, demonstrate leadership, use innovative approaches, and provide exceptional service in resolving complaints."

"This initiative from the Office of the Ombudsman is very encouraging," said Mayor Rob Ford. "Too often staff who do go 'above and beyond' are not acknowledged for providing customer service excellence," the Mayor added.

"Our staff are committed to improving the level of customer service our residents and businesses receive. This award will help identify the members of the Toronto Public Service who are leading the way," said City Manager Joe Pennachetti.

The Ombudsman is pleased that the following community and business leaders are championing *The City of Toronto Ombudsman Public Service Awards*, and have agreed to serve as judges on the selection committee:

- Sabina Ali, Project Coordinator, Thorncliffe Park Neighbourhood Women's Group
- Rahul Bhardwaj, President & CEO, Toronto Community Foundation
- Angela Coke, Associate Deputy Minister, HR Ontario
- Winnie Ng, CAW-Sam Gindin Chair in Social Justice and Democracy, Ryerson University
- Gord Nixon, President & CEO, Royal Bank of Canada
- John Tory, Radio Host, Newstalk 1010
- Carol Wilding, CEO, Toronto Board of Trade

Residents of Toronto can send their nominations to ombudsawards@toronto.ca

Or mail them to: Nominations, Public Service Awards
Office of the Ombudsman, City of Toronto
375 University Ave, Suite 203,
Toronto, ON M5G 2J5

The nomination criteria for *The City of Toronto Ombudsman Public Service Awards* are available at www.ombudstoronto.ca

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For further enquiries or to schedule interviews, contact:

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Toronto's Ombudsman is an impartial and independent officer of City Council, providing an appeal of last resort for residents who feel they have been adversely affected by a decision, act or omission of City Administration.