

## **CITY OF TORONTO OMBUDSMAN PUBLIC SERVICE RECOGNITION AWARDS**

### **Guidelines**

These awards recognize an individual or group for outstanding public service in proactive complaint resolution within the City of Toronto. The awards are open to all City of Toronto divisions, agencies, boards and commissions and their employees.

Nominations will be made by staff of the Office of the Ombudsman and will reflect service provided in one or more of the following activities:

1. demonstrating leadership in problem solving and good customer service
2. initiating innovative approaches to dispute resolution
3. encouraging the application of problem solving at a systems level
4. providing exceptional responsiveness and cooperative service during a complaint inquiry or investigation

### **Nomination Criteria**

1. Demonstrating leadership in problem solving and good customer service means that the group or individual:
  - takes initiative
  - perseveres
  - shows willingness to resolve problems and complaints
  - uses teamwork
  - is progressive
  - is open
  - anticipates consequences
  - makes decisions incorporating diverse perspectives with a mix of analysis, information, experience and judgment.
2. Initiating innovative approaches to promote dispute resolution means that the group or individual:
  - is creative
  - takes risks
  - finds new ways around old rules and procedures
  - explores the parameters of discretion.

3. Encouraging the application of system-wide problem solving means that the group or individual:
  - demonstrates an understanding of the extent of an issue
  - sees beyond the complaint to the bigger systems issue
  - thinks about the impact on marginalized communities and equity groups
  
4. Providing exceptional responsiveness and cooperative service during a complaint inquiry or investigation means that the group or individual:
  - meets time frames, returns calls and works effectively with others
  - provides information and context without being asked
  - conducts independent enquiries to obtain information for the Ombudsman's office
  - follows up to make sure the issue is resolved for the individual (and within the system, if a systemic problem is found)
  - seeks appropriate advice and consultation if a complaint or issue arises within organization