

## OPINIONS AND RECOMMENDATIONS

Effective: July 2009

Reviewed: July 2010

Revised:

### AUTHORITY

Ombudsman, Fiona Crean

### PURPOSE

To outline the authority and role of the Ombudsman and staff in relation to rendering opinions and making recommendations.

### POLICY STATEMENT

Only the Ombudsman can express opinions, recommendations or make comments about the conduct or outcome of an investigation of a City of Toronto division, Agency, Board, Corporation or Commission.

Only the Ombudsman shall render an opinion or recommendation following an investigation unless she has explicitly delegated her authority to do so. The Ombudsman may reach conclusions regarding investigative findings with respect to the following:

- Contrary to law
- Unreasonable, unjust, oppressive or improperly discriminatory
- Based wholly or partly on a mistake of law or fact
- Based on the improper exercise of a discretionary power
- Wrong