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(12)

September 5, 2008

Ms. Pamela Goldsmith-Jones
Mayor
District of West Vancouver
750 17th Street
WEST VANCOUVER BC V7V 3T3

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MAYOR'S OFFICE
DISTRICT OF WEST VANCOUVER

Dear Ms. Goldsmith-Jones:

I am writing to advise you of a new initiative of the Ombudsman's office designed to facilitate swifter more effective resolution of straightforward administrative complaints that come to our office. On September 8, 2008 we are launching our Early Resolution Process. This process is designed to try and deal in an expeditious manner with complaints within our jurisdiction that raise an issue of administrative unfairness where it seems an early intervention might resolve the issue in a satisfactory manner and avoid the need for a full formal investigation. In my view an early, satisfactory resolution is in the interests of both the complainant and the authority. The type of issues that I expect will be the subject of successful early resolution are delays, lack of information, poor communication and the absence of explanation for decisions or actions.

We conducted a trial project last year with certain authorities which was greeted with enthusiasm and which was successful. The early resolution officers who have been assigned these responsibilities are experienced staff, who each have between ten and twenty years experience in dealing with complaints to the Ombudsman's office.

I would ask that you advise your staff of this new initiative and encourage their cooperation in making early resolution the positive force I know it can be for complainants, authorities and administrative fairness in British Columbia.

If you or your staff have any questions or if your organization would like a presentation on this initiative and its benefits our point of contact is Mr. Bruce Ronayne, Director of Intake/Early Resolution and Systemics who can be reached at 250-387-0196 or bronayne@ombudsman.bc.ca.

I will contact you again in six months to provide you with more information about the results of this initiative.

Yours sincerely,

Kim S. Carter

Kim S. Carter
Ombudsman
Province of British Columbia

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