

## Public Accountability

### Accountability Mechanisms

As in the past, CBC/Radio-Canada continued to report to Canadians on the fulfilment of its commitments. It accounted for its activities to the Minister of Canadian Heritage and Parliament through its Annual Report and Corporate Plan; to the Canadian Radio-television and Telecommunications Commission (CRTC) through year-end reports and annual financial returns; and to stakeholders through townhall meetings and CBC/Radio-Canada websites.

In 2001-2002, the Office of the Ombudsman (English and French Services combined) handled a total of 2,317 complaints, expressions of concern and other communications. There were 941 concerning English programming and 1,376 concerning French programming. On the English side, 499 communications fell within the mandate of the Ombudsman (information programming), while there were 802 on the French side. Communications not relating directly to CBC information programming were acknowledged and forwarded to the programming departments concerned.

### The Ombudsman

The Office of the Ombudsman provides viewers and listeners with an opportunity to have investigated serious, unresolved complaints pertaining to CBC/Radio-Canada journalism. An impartial and independent body, the Office of the Ombudsman investigates the complaint and provides a written report which helps to ensure the excellence of the Corporation's news and information programs.

The Office has two Ombudsmen, one for English-language Services and the other for French-language Services. Both Ombudsmen report directly to the President and are completely independent from the Corporation's media management.

### Where to Write

The Ombudsman, English Services  
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