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### **OMBUDSMAN RELEASES STRATEGIC PLAN**

VICTORIA – B.C. Ombudsman Kim Carter today released Special Report No. 29, *Office of the Ombudsman Strategic Plan, 2006 – 2010*. This report, the third strategic plan released by the Office of the Ombudsman, builds on previous plans and outlines the strategies, goals and vision of the Office in its pursuit of fair treatment for all British Columbians over the next four years.

“I look forward to leading the Office to success in achieving the goals set out in this plan and I am enthusiastic about our vision as British Columbia’s Independent Voice for Fairness,” said Ms. Carter. “I believe that statement perfectly sums up the work that we do.”

The plan, which incorporates the input and ideas of Ombudsman staff and a variety of administrative fairness stakeholders, highlights the unique role of the Ombudsman’s Office in ensuring fair treatment and public accountability for individuals accessing public services in British Columbia. The plan also prioritizes outreach and communication to increase public awareness of the Ombudsman’s role.

“All citizens of this province have a right to clear, consistent and fair treatment by public agencies and our strategic plan is focussed on this objective,” said Ms. Carter.

The strategic plan identifies a number of key success factors for measuring progress in achieving the Office’s goals and vision, including:

- Timely resolution of complaints
- Authority and complainant satisfaction with the Ombudsman’s Office
- Increased public awareness and understanding
- Useful public reporting

The Ombudsman’s strategic plan is available from the Office of the Ombudsman or at its website at [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca).

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