

The Role of the Ombudsman

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Ombudsman position created in 2012

- Responsibilities:
 - Understand GRAMA
 - Provide assistance concerning GRAMA
 - Mediate records disputes

Understand GRAMA



Understand GRAMA

- Goals:
 - Freedom of information
 - Reasonable access to government records
- Processes:
 - Classification structure
 - Process for making requests
- Challenges:
 - Law is not black and white
 - Methods of communication continue to evolve

Serve as a Resource



Serve as a Resource

- Goals:
 - Assist public with request and appeals processes
 - Assist government with responding to requests
- Processes:
 - Telephone and email consultation
 - Training and published resources
- Challenges:
 - Lack of understanding of the law and records
 - Challenge of making discretionary decisions

Mediate Disputes



Mediate Disputes

- Goals:
 - Follow the law
 - Resolve disagreements
- Processes:
 - In-person meeting or teleconference
 - Follow-up conversations
- Challenges:
 - Emotion of underlying issues
 - Differing interpretations of the law
 - Miscommunication and differing expectations

Questions?

Government Records Ombudsman
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