

Five Good Ideas®

on working with Ombudsman Toronto
for positive change

SEASON
21

Kwame Addo Ombudsman, City of Toronto

Thursday, February 29, 2024 - 1:00 to 2:00 p.m.

Everyone deserves to be treated fairly and with respect. But what if you or your community feel that you've experienced unfairness when dealing with or accessing City of Toronto services? Ombudsman Toronto makes sure the City of Toronto treats all members of the public equitably and fairly.

In this session, the City of Toronto's Ombudsman Kwame Addo will present his five ideas on how you can work with his office to bring about positive change in your community.

Kwame Addo's 30-year career is widely recognized in the Ombudsman community. He is passionate about advancing equity and fairness, human rights, and breaking down barriers. Mr. Addo has served as Ombudsperson at Toronto Metropolitan University, Director of Investigations and Interim Ombudsman with Ombudsman Toronto, and Investigator with Ombudsman Ontario.



Mr. Addo has also held positions on the Board of Directors and Education Committee of the Society of Ontario Adjudicators and Regulators (SOAR). He has been a faculty member, panelist, and moderator for the Osgoode/Forum of Canadian Ombudsman Essentials for Ombuds certificate program and served on the City of Toronto Mayor's Committee on Community and Race Relations.

In 2022, Mr. Addo became a SOAR Medal recipient. The SOAR Medal is SOAR's top honour, and it "honours those have made a significant contribution and demonstrated their commitment to the field of administrative justice."

Mr. Addo's seven-year term as Toronto's Ombudsman began on August 23, 2021.



Five Good Ideas

1. Don't settle for less than what is fair
2. Use complaints as catalysts for positive change
3. Address problems before they arise
4. Build meaningful, collaborative relationships
5. Monitor, follow up, and adjust

Resources

- Toronto Metropolitan University's [The Impact of Ombudsman Investigations on Public Administration: A Case Study and an Evaluation Guide](#)
- Ombudsman Toronto's [Defining Fairness Handbook](#)
- Ombudsman Toronto's [Investigation into the City's Clearing of Encampments in Summer 2021](#)
- Ombudsman Ontario's [The Right to be Impatient](#)
- [About Ombudsman Toronto brochure](#)

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Edited by **ALAN BROADBENT AND RATNA OMIDVAR**

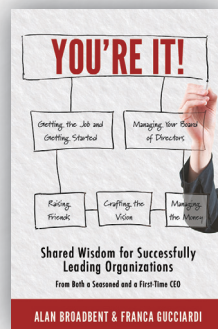
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