



ombud

NEW BRUNSWICK • NOUVEAU-BRUNSWICK

Friday December 9th 2022

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Mr. Hicks,

Thank you again for submitting your September 16th, 2021 complaint with respect to the Town's process related to personnel issues at the Sackville Fire Department (SFD); in particular, you allege that a person subject to a complaint had participated in the investigation process.

Let me start by reiterating our role. The Office of the Ombud investigates complaints under the *Ombud Act* involving provincial government departments, local governments, crown corporations, and other authorities regarding matters of administration. We are an independent office that operates objectively and impartially. In the course of our investigations, we review policies, processes and legislation and the application of same by authorities. When we find that an administrative error has occurred, or that a process could be improved, we have the authority to recommend that changes be made to rectify the situation.

During the course of our investigation into your complaint, we reviewed information which the Town provided as well as relevant policies such as the Town of Sackville's *Workplace Harassment and Violence Policy NO.2021-02*. We also had meetings with the Town to discuss how the complaints had been addressed.

Please note that due to the confidential nature of these types of issues, we are not able to give a summary of our findings as we normally would when concluding an investigation. However, we have acknowledged the Town's decision to hire a third-party Consultant to investigate the situation given the nature of the complaints. Furthermore, after having discussed the details of the process used to address the complaints, we have determined that no further investigation is necessary pursuant to section 15(1)(c) of the *Ombud Act*.

Given these findings, your file with our Office will now be closed. We thank you for bringing this matter to our attention and please do not hesitate in contacting us in the future should you have any new complaints.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ch. LeBlanc', written in a cursive style.

Christine LeBlanc
Senior Investigator