



ALBERTA OMBUDSMAN  
*Focused on Fairness*

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## **News release**

October 13, 2009

### **Alberta Ombudsman 42nd Annual Report**

*Edmonton...* The 2008/09 Annual Report of the Alberta Ombudsman was submitted to the Legislative Assembly of Alberta today under the authority of Section 28(1) of the *Ombudsman Act*.

The Report contains a summary of the key challenges and accomplishments including:

- a cross section of case summaries where recommendations by the Alberta Ombudsman resulted in improved processes of its jurisdictional authorities;
- a featured case on the Assured Income for the Severely Handicapped program;
- conclusion arising from the out of country health services investigation;
- a reflection on the 200th anniversary of ombudsmanship;
- a statistical review of the year; and
- an overview of our performance relative to targets in our business plan.

The Alberta Ombudsman is an officer of the Legislative Assembly of Alberta and reports directly to the Legislative Assembly. The Alberta Ombudsman operates independently from any part of the Alberta government and individual elected officials. The authority for the Alberta Ombudsman to investigate complaints is found in the Alberta *Ombudsman Act* and includes the decisions and actions of provincial government departments, agencies, boards, commissions, designated professional organizations and the patient concerns resolution process of Health Authorities.

G. B. (Gord) Button, Alberta Ombudsman, invites the media or anyone with questions to contact our Office. For more information about the Alberta Ombudsman or to access an electronic copy of our Report, visit [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca).

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