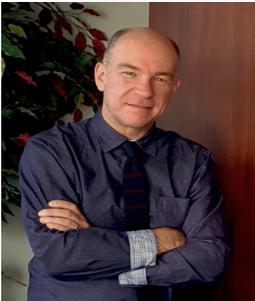


Citizens' Representative Message



Bradley Moss

Welcome to the latest edition of OCR Insights. It is hard to believe we are closing in on the end of 2025 but here we are. Here at the OCR it has been a very busy fall. Our Annual Report was tabled in the House, and we have all been working away to help citizens resolve their complaints either through mediation, investigation or referral. Even after nearly 24 years on the job here in the Office it's still invigorating to hear staff discussing matters in the hallways, seeking advice from one another and working with each other to best resolve complaints in the interest of concerned citizens, and the government itself. Each day we do so on the strength of productive working relationships with Ministers, Deputy Ministers, government legal counsel, ADMs and our various designates within both core government and the agencies, boards and commissions who remain open to dialogue and good faith attempts at complaint resolution. In a recent meeting I found myself quoting former Citizens' Representative Robert ("Bob") Jenkins who I once heard say to a government official "we are serving the same person, even though we're coming at the problem from different directions." Unfortunately,

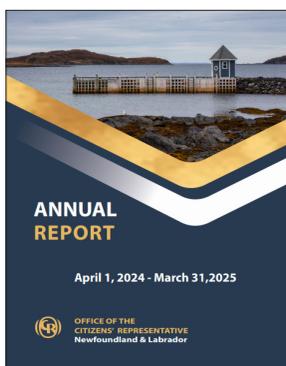
Bob passed away this year; but his wide body of good advice (and good humour) lives on at the OCR. Those of us who remember Bob know he had a real way with words, a very pragmatic outlook on public service, and he was one of those magnetic people who had virtually no detractors. My recollection of going to Confederation Building with Bob when I was on staff meant you would have to go over there early knowing you would have to stop every twenty feet to say hello to someone. All of this to say Bob's philosophy was at the heart of what Ombudsmen do (i.e.) try to level the playing field between an individual citizen and the much larger bureaucracy, using a humanistic approach in the hopes of resolving a dispute to the satisfaction of all. While we cannot be a panacea or cure-all for everyone, we still try our hardest to live up to this expectation.



Robert Jenkins
1943-2025

I hope the upcoming weeks give you an opportunity to perhaps take some time away from the hectic pace and spend quality time with family and friends to recharge your batteries for 2026. Thank you for your interest in our newsletter.

Citizens' Representative Annual Report 2024-2025



The OCR released its Annual Report for 2024-2025 in November 2025. This Report shares our progress and activities under the **Citizens' Representative Act** and all strategic activities undertaken in accordance with the **Transparency and Accountability Act**. It includes case summaries of some of the 903

complaints received by our Office as well as details of formal investigations and outcomes. Recommendations from investigations completed during the fiscal year are presented as well as updates on the implementation of recommendations made with public bodies in previous years. Highlighted strategic activities include opportunities for learning about government programs and processes, community supports and services, and strategic planning efforts of the OCR. In addition to a look at the work we do in response to citizen complaints, one can get a look at our efforts that encourage our organizational growth and desire to provide a most respectful and knowledgeable level of service to citizens that contact our Office, including those with whom we interact in the process of fulfilling our mandate.

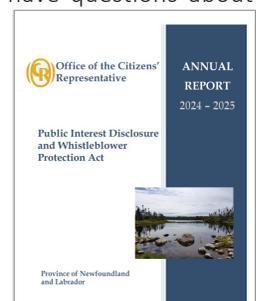
Have a look at this Report available on our website:

<https://www.citizensrep.nl.ca/pdfs/OCRAnnualReport2024-2025.pdf>

Additionally, in July 2025, the OCR released its Annual Report for 2024-2025, highlighting the progress and activities in carrying out our mandate under the **Public Interest Disclosure and Whistleblower Protection Act** (the Act) for the fiscal year. The Act provides a confidential process for public service employees to disclose wrongdoing and to be protected from reprisal for doing so. This report provides useful information including the disclosure process and definitions that may assist in understanding requirements of the program. Additionally, it provides an overview of the services available under the Act and what can be expected upon contact with the OCR. Contact is confidential and welcomed by the OCR for any employee who may have questions about making a disclosure under this Act, including if the contact may be for advice only.

Please feel free to review this Report available on our website:

<https://www.citizensrep.nl.ca/pdfs/PIDARReport2024-2025.pdf>





Seeking Fairness

The Apprenticeship and Trades Certification Division (ATCD) is responsible for apprenticeship training and certification programs in Newfoundland and Labrador for individuals pursuing a career in the skilled trades.

The OCR was contacted by an employee of the Apprenticeship and Trades Certification Division. The concerns raised were in relation to punitive action taken against a student who had alerted the program that there was a copy of the certification exam being circulated to students thereby contravening the Misconduct Policy of the ATCD. It was presented that it was unfair to enforce punitive measures on



one student, when the appropriate action would be to work together to establish the evidence that would confirm that the exam had been circulated. The view presented was a need to remove the current exam as the issue of students having access to the exam could not be mitigated without doing so, and thereby replace it with a new exam.

The student's attempts to request the punitive action taken towards them be reversed by accessing the available appeals process were not successful. Staff of the ATCD and the educational program advocated to the Independent Appeals Committee following their decision and presented the facts and their position which finally resulted in a change in decision towards the student in light of the unique circumstances and the reasonable approach to mitigate future risk.

Finding Solutions



The Royal Newfoundland Constabulary (RNC) is Newfoundland and Labrador's Provincial Police Service. Working across three regions; the Northeast Avalon, Corner Brook Region and Labrador West, the RNC works under a community policing model to build safe, secure and healthy communities. The RNC maintains responsibility for completing Criminal Records Screening Certificates and Vulnerable Sector Checks for applicants residing within RNC jurisdiction.

A citizen contacted the OCR with a time-sensitive matter involving the processing of Criminal Records Screening Certificates and Vulnerable Sector Checks. The citizen was scheduled to commence a post-secondary educational program in the coming days which required these documents before being

permitted to attend classes. It was alleged that despite the RNC website indicating an average processing time of fifteen business days, their application had been submitted six months previous. Repeated telephone calls to RNC Headquarters resulted in the consistent message that the documents had not been processed.

It was recommended the citizen contact the RNC Public Complaints Commission (RNCPC) which has a mandate to provide members of the public with an independent forum for complaints related to the RNC. Upon speaking with the RNCPC, on the same day a call was received from RNC Headquarters advising the citizen the documents were completed and available for pick-up.



Happy Holidays!



Questions / Comments?

Is your department, agency or community group interested in learning more about the OCR, its services and processes? Do you have a suggestion or question to be addressed in a future edition of *OCR Insights*? Call us at 1-800-559-0079 or (709) 729-7647, or e-mail citrep@gov.nl.ca

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