

Section 2 The Ombudsperson will, under the authority vested in the office of the Ombudsperson by the Congress, undertake such inquiries, hearings or meetings as deemed advisable and report on the findings, conclusions and recommendations as soon as possible to the parties to the complaint and to the Secretary-Treasurer of the Canadian Labour Congress.

Section 3 Terms of Reference for Ombudsperson - in carrying out the duties assigned by the Congress, the Ombudsperson is empowered;

14. To receive inquiries concerning the rights of delegates and to advise them on the procedures open to them for the redress of complaints.
15. To receive complaints, to investigate them, to hold hearings when the complaint warrants it, and to issue written reports, determination or findings on the individual cases.
16. To decide whether or not allegations are sufficiently serious and substantial to justify a hearing and if not to dismiss a complaint without a hearing.
17. To order, in cases where the decision favours the complainant, such remedies as are necessary to redress the injustice to the individual.
18. To recommend, based on the cases handled, changes in the constitutions of bodies concerned which, in his/her judgement, would eliminate the causes of the complaints.
19. To submit to the Canadian Labour Congress, before March 31 each year, a statistical report of the cases handled during the previous calendar year, and the disposition thereof, including such comments and recommendations as may be of assistance to the Congress in determining future policy with respect to the functions of this office.
20. To recommend, for the approval of the Congress:
  - a. Procedures for the handling of correspondence and written records relative to complaints received;
  - b. Procedures to be followed at meetings, hearings and inquiries, including the appearance and testimony of individuals.
  - c. Procedures for obtaining access to relevant files and other documentation.
  - d. Procedures for reimbursement of complaints, defendants and witnesses for travel and other expenses.

In addition to the foregoing the Ombudsperson would, if his/her orders or recommendations are not acted upon and grievances settled within a period of thirty (30) days after the report has been submitted to the parties, have the authority to publicize any decision, award, or other findings the Ombudsperson has made.