

Thank you for your e-mail regarding Dufferin Grove Park and the redeployment of Parks, Forestry and Recreation (PFR) staff.

Hundreds of patrons and visitors to the park have communicated with us about this issue. I appreciate that the park is a special place with strong community support.

On February 18, 2010 I responded to a number of Dufferin Grove community members in response to their complaints which I note someone in the community subsequently posted on the internet, so you have likely seen it.

My job is to look into allegations of unfair administration on the part of city services. I investigate complaints about unfair decisions, actions or recommendations made or omitted in the course of implementing City policies and administering City services.

Members of the public must be treated fairly in their dealings with government. Some examples of unfairness that I might look at could include unreasonable delay, failure to follow procedures, inappropriate or incorrect application of policy, procedure or practice. It may be helpful for you to refer to our publication on how an ombudsman looks at fairness available on line at www.ombudstoronto.ca, under "Publications" in the "Resources & Publications" section.

The issue with respect to the redeployment of Parks staff is an operational issue that is within the decision-making authority of the department. If you check our website under "Types of Complaints" in the "Ombudsman?" section, you will see that my office's jurisdiction does not extend to labour relations matters.

I understand that residents feel it is unfair to lose a long-time employee but decisions about deployment are determined by management in trying to balance the needs of all parks in the city, and are not, as in this situation, matters that involve administrative unfairness.

With respect to the specifics of your complaint, the information that you have provided does not point to any maladministration that we might investigate.

Thank you for bringing this matter to my attention.

Fiona Crean
Ombudsman