

ACTRA Toronto Ombudsperson

The ACTRA Toronto Ombudsperson is an independent, impartial, and confidential resource available to members who have concerns or complaints about the application of ACTRA Toronto's policies, practices and procedures. The Ombudsperson may also assist members who have complaints arising from the administration of policy at ACTRA Fraternal Benefit Society (AFBS) and/or ACTRA Performers' Rights Society (PRS).

The Ombudsperson may investigate and make enquiries on behalf of members and assist in the resolution of complaints through informal mediation.

The ACTRA Toronto Ombudsperson has no power to make binding orders, adjudicate, or enforce judgments, however the Ombudsperson, in reporting to the ACTRA Toronto Council, may make recommendations about changes and improvements to policies and practices.

The ACTRA Toronto Ombudsperson cannot consider complaints about matters before the discipline committee.

The services of the ACTRA Toronto Ombudsperson are free and confidential for ACTRA members.

The ACTRA Toronto Ombudsperson is:

- A well-respected member of ACTRA Toronto in good standing.
- Familiar with ACTRA Toronto's By-laws, policies, and procedures.
- Familiar with ACTRA's Constitution and By-laws.
- Knowledgeable in the complaint and grievance procedures of ACTRA's collective agreements.
- Understanding of Human Rights Code and Labour Law.
- Experienced in handling human rights related complaints.
- Skilled in conflict resolution and informal mediation.
- Able to communicate with members on a timely basis, in a clear, empathetic, and concise manner.

Term:

The Ombudsperson is appointed for a two-year term. Following a review by the ACTRA Toronto Executive, the Ombudsperson may be appointed to serve subsequent terms. The maximum term is six years.

Honorarium:

As determined by the ACTRA Toronto Council in the Operating Plan and Budget 2022-23.