Northwest Territories Ombud

We speak up for fairness

Media Release

Hay River (June 06, 2024) Ombud Reports on GNWT Staffing Appeals Process

Northwest Territories Ombud Colette Langlois released a special report today: *Hearing without Listening: Fairness in Staffing Appeals.*

The report notes three main takeaways: many people find the staffing appeals process hard to use; many complaints and concerns about hiring are outside of the scope of staffing appeals and there is nowhere else people can go to have those issues properly heard and addressed; and the staffing appeals process lacks structural independence from Finance, which compromises its procedural fairness.

The Ombud made thirteen recommendations to Finance. Although she welcomed Finance's response to several of her recommendations, including some aimed at addressing complaints about matters that fall outside the scope of staffing appeals, she expressed concern that Finance is not taking enough steps to address issues with the staffing appeal process itself.

"No amount of reviewing and revising information and support materials for applicants and staffing review officers will overcome the procedural fairness and public trust challenges identified in this report," said Langlois. "I hope that once Finance has completed the research it has committed to, it will consider more substantive changes."

The Office of the Ombud had issued a call for the public to respond to a survey about their experiences with staffing appeals in the fall of 2023.

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