

New Home Ombuds Standards of Conduct



Purpose

The New Home Ombuds office holds a position of trust with homeowners, stakeholders, and the public. We believe it is essential that staff conduct instills confidence and trust in the office. These Standards of Conduct outline what is expected of all New Home Ombuds staff in the performance of their duties.

New Home Ombuds staff will:

- Behave with honesty and integrity.
- Act with care and diligence, treating everyone with respect and courtesy.
- Act fairly and impartially.
- Disclose and take reasonable steps to avoid any conflict of interest.
- Uphold the independence of the office.
- Maintain confidentiality.
- Make the office accessible to homeowners.
- Comply with all statutes and regulations that relate to our work.
- Adhere to the Forum of Canadian Ombudsmen [Statement of Ethical Principles](#).
- Model diversity and inclusion.
- Be accountable for our actions.

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MONITORING METHODOLOGY

Reviewed by Stakeholder Committee	2023/01/25; 2024/02/05; 2025/02/04
Reviewed by Board of Directors	2023/02/14; 2024/02/22; 2025/02/18
Approved by Board of Directors	2023/02/14; 2024/02/22; 2025/02/18