

Review by the Ombudsman, French Services, CBC/Radio-Canada of a complaint regarding the article by journalist Gaétan Pouliot entitled *L'Église de scientologie profite de la crise pour faire sa publicité, selon une ex-membre*, posted on April 19, 2020, on Radio-Canada.ca.

COMPLAINT

On April 20, 2020, Ms. Bari Berger, head of public affairs of the Church of Scientology International, filed a complaint about the story [*L'Église de scientologie profite de la crise pour faire sa publicité, selon une ex-membre*](#), written by journalist Gaétan Pouliot and posted on Radio-Canada.ca on April 19, 2020. [Ed. note: The Church of Scientology International is the governing body of the various Scientology-related organizations around the world.]

The complaint is reproduced in full and appended to this review, which was initially written in French and then translated into English.

In the foreword to her complaint, Ms. Berger described the author of the story, Gaétan Pouliot, as “a journalist with a history of producing biased, anti-Scientology articles.” She lamented the fact that he “is permitted to continue writing on the subject, in spite of the fact that Radio-Canada promotes its adherence to standards of ethical journalism, and in spite of the fact that there is nothing objective or journalistic whatsoever in his discriminatory coverage.” She went on to say, about the article in question:

“In Mr. Pouliot’s story of today, he attacks Scientology Volunteer Ministers for their work in bringing badly needed supplies and informational material to those on the frontlines of this crisis [Note: the COVID-19 pandemic] even as these volunteers risk their health and lives to simply help others.”

The complainant then wondered whether Radio-Canada would have published a similar article had it been about Jewish or Muslim volunteers.

She then criticized two of the sources quoted by Mr. Pouliot in his story. The first is a University of Alberta professor, Stephen A. Kent, whom she claims has been “debunked by his peers in the American Psychological Association” for his lack of impartiality with regard to Scientology and for changing his story to suit his personal interests. Ms. Berger described the second, an anonymous source, as “a mysterious ‘former Scientologist,’” believing the person to be “another real or imagined individual inserted [by Mr. Pouliot] to simply carry forward his bigoted agenda.”

With regard to the content of the story, Ms. Berger accused the journalist of having misrepresented a free online course given by the Church of Scientology. She wrote that Mr. Pouliot had stated that the text of the course describes physicians as “chaos merchants,” and that this was “factually incorrect.” She added that the journalist “further attempt[ed] to make it appear that the course dismisses the contributions of doctors responding to the coronavirus,” calling this “another absurd misrepresentation, given that the course was created decades before COVID-19 existed.” Ms. Berger went on to say:

“Mr. Pouliot’s article is biased, misleading, factually incorrect and unabashedly bigoted. It is unacceptable to attack and discriminate against a group of volunteers on the basis of their religion under any circumstances, let alone in the midst of a global pandemic, when thousands are falling ill every day. Mr. Pouliot’s attempt to sew [sic] discord, distrust and religious intolerance could actually stop people from being helped at a time when they need that help the most, and when it could actually be a matter of life and death.”

The complainant concluded by requesting, “[o]n behalf of all those around the world whom our Volunteer Ministers are helping,” that Radio-Canada take the article down from its site.

As the procedure dictates, I began by asking the Radio-Canada News department to reply to Ms. Berger.

RESPONSE FROM NEWS DEPARTMENT

On May 19, 2020, Pierre Champoux, Director, Digital Operations and Community Relations, News – Management and Administration, Radio-Canada, replied to the complainant. The full text of the reply is appended to this review.

With regard to the criticisms about the reliability of Prof. Stephen A. Kent, cited in the article, Radio-Canada replied that it had not found any proof to support them; Mr. Champoux asked the complainant to share such proof, if possible. Regarding the other source quoted in the article, about whom Ms. Berger had doubts (the “mysterious ‘former Scientologist’”), management countered that CBC/Radio-Canada “allows the use of confidential sources,” per its [Journalistic Standards and Practices](#).

On the matter of accuracy, Radio-Canada News management defended its journalist’s assertion that the online course offered by the Church of Scientology refers to doctors as “chaos merchants.” As proof, Mr. Champoux cited some excerpts from the [course](#) in question:

“How Dangerous Is the Environment? [. .]

“A great many people are professional makers of a dangerous environment. This includes professions which require a dangerous environment for their existence, such as the politician, the policeman, the newspaperman, the undertaker and others. [. .]

“The Merchants of Chaos

“There are people who could be called Merchants of Chaos. These are people who want an environment to look very, very disturbing. [. .]

“The Merchant of Chaos has a lot of troops, a lot of people who depend for their incomes on a dangerous environment. Even doctors are not paid for the number of people in the society they make well. They are paid for the number who are sick. [. .] The more sickness, the more doctors.”

Radio-Canada acknowledged that the course was designed long before the COVID-19 pandemic. However, Mr. Champoux added, the Church of Scientology “is currently promoting this course, on its website and its social media accounts, as a proper response to the pandemic.”

Moreover, Radio-Canada asserted that in his book *Scientology: A New Slant on Life*, the movement’s founder, L. Ron Hubbard, described the persons he deemed to be the “chaos merchants”: “The politician, the reporter, the medico, the drug manufacturer, the militarist and arms manufacturer, the police and the undertaker.”

Consequently, Radio-Canada disagreed with the complainant’s interpretation, having concluded that Mr. Pouliot’s article was “based on official documents and relevant testimonies,” and compliant with the principles of accuracy, fairness and impartiality stated in the [Journalistic Standards and Practices](#).

REQUEST FOR REVIEW

Ms. Berger was dissatisfied with the response from Radio-Canada, and on June 15, 2020, asked me to review the matter.

She asserted that Mr. Champoux had not succeeded in proving that the online course offered by the Church of Scientology describes physicians as “merchants of chaos,” noting that the reply from Radio-Canada merely quoted a passage from the course that states: “Even doctors are not paid for the number of people in the society they make well. They are paid for the number who are sick.” That, she submitted, is “an objective statement anyone can agree with.”

Ms. Berger then wrote:

“There is nothing ‘fair, accurate and truly balanced’ about reporting on a group of volunteers providing prevention supplies to their community by quoting an exmember of the religion to which they belong.”

The complainant added that she found it “appalling that, in the 21st century, while the world is absorbed in making good on its pledge to end discrimination and injustice,” Radio-Canada is “smugly standing by [. . .] justifying (and thus confirming) their prejudiced, antireligious agenda.” Freedom of religion, Ms. Berger wrote, is “not only enshrined in the Constitution of Canada but in the Universal Declaration of Human Rights.”

Lastly, the complainant provided, in response to Mr. Champoux’s request, information that questions Prof. Stephen A. Kent’s academic research methods. In particular, she criticized the fact that, in writings about the Church of Scientology, he has relied on “apostates”, i.e., former followers of the movement.

REVIEW

The applicable rules

The complaint concerns application of three fundamental principles of the CBC/Radio-Canada [Journalistic Standards and Practices](#) (JSP), namely, accuracy, balance and impartiality:

“Accuracy.

“We seek out the truth in all matters of public interest. We invest our time and our skills to learn, understand and clearly explain the facts to our audience. The production techniques we use serve to present the content in a clear and accessible manner.

“Balance.

“We contribute to informed debate on issues that matter to Canadians by reflecting a diversity of opinion. Our content on all platforms presents a wide range of subject matter and views.

“On issues of controversy, we ensure that divergent views are reflected respectfully, taking into account their relevance to the debate and how widely held these views are. We also ensure that they are represented over a reasonable period of time.

“Impartiality.

“We provide professional judgment based on facts and expertise. We do not promote any particular point of view on matters of public debate.”

Examination of the complaint**Background**

I begin by noting that the complaint was submitted by Bari Berger, who described herself as head of public affairs for the Church of Scientology International. She is also described as National Director, United States, of STAND (an acronym for *Scientists Taking Action Against Discrimination*) on that organizations’ [website](#). The [site](#) states that STAND’s “mission is to protect Scientologists from intolerance and prejudice and to dispel rumors and lies about the Scientology religion, Scientologists, Church leadership and [its] Founder.”

More than half a dozen other Scientology followers, self-identifying as representatives of STAND, submitted similar complaints at the same time. All were written in English, testifying to the fact that this was an action coordinated by the organization.

Accuracy of information

The complainant challenged the accuracy of the following sentence from Mr. Pouliot’s [story](#), about the content of an online course offered by the Church of Scientology, entitled *Solutions for a Dangerous Environment*:

“*Selon ce cours, les journalistes, les politiciens et les médecins sont des marchands de chaos, responsables de nombreuses angoisses.*” [“According to this course, journalists, politicians and doctors are merchants of chaos, responsible for many fears.”]

Ms. Berger asserted that this is not true as far as doctors are concerned.

I therefore consulted Section 2.1 of the course in question, entitled, precisely, [The Merchants of Chaos](#). The section is divided into two parts: the first offers a definition of the notion of “chaos merchants,” providing examples of occupations and professions that are included; the second explains how Scientology helps its followers protect themselves from the harmful influence of the “merchants of chaos.” The opening passage of Section 2.1 reads as follows:

“There are people who could be called Merchants of Chaos. These are people who want an environment to look very, very disturbing. A *merchant* is someone who buys and sells goods for a profit. *Chaos* is where everything is in confusion or disorder. So a *Merchant of Chaos* is someone who spreads bad news to make the environment seem far more dangerous than it is, for his own advantage.”

The following paragraph offers the example of journalists, stating that they are “paid to the degree that [they] can make the environment threatening.”

The third paragraph, a single sentence, describes blackmailers as merchants of chaos.

Then, in the fourth paragraph, the course mentions doctors and police as examples of other occupations in which people “depend for their incomes on a dangerous environment.” I quote it in full:

“The Merchant of Chaos has a lot of troops, a lot of people who depend for their incomes on a dangerous environment. Even doctors are not paid for the number of people in the society they make well. They are paid for the number who are sick. Similarly, if you didn’t have crime, there would be no police. The number of policemen gives you the amount of crime there must be. The more crime, the more cops. The more sickness, the more doctors.”

Later paragraphs mention politicians and “makers of weapons,” as well as “a lot of people” – “probably one out of four” – who act as chaos merchants by spreading fear around them.

There is therefore no sentence in this section that states “doctors are chaos merchants,” but the inference is there. Doctors are described as being among the people whose income depends on the sense of fear in society, which is the definition provided in the course for the concept of “merchants of chaos” I can see no other logical explanation for Section 2.1 of the course regarding merchants of chaos, when one examines it in its entirety.

I note further that, in its reply to the complainant, the Radio-Canada News department added that this interpretation is upheld by the book *Scientology: A New Slant on Life*, written by the Church of Scientology’s founder, L. Ron Hubbard. It contains, Radio-Canada claimed, a list of those whom he considered to be merchants of chaos: “The politician, the reporter, the medico, the drug manufacturer, the militarist and arms manufacturer, the police and the undertaker. [. . .]” While I have not consulted the book myself, I have assumed that if the quote were inaccurate, the complainant would have said so in her request for a review.

The balance principle

Ms. Berger asserted that “[t]here is nothing ‘fair, accurate and truly balanced’ about reporting on a group of volunteers providing prevention supplies to their community by quoting an exmember of the religion to which they belong.”

The reader is reminded first of all that the [CBC/Radio-Canada Journalistic Standards and Practices](#), in the section on balance, require that whenever controversial issues are reported on, “we ensure that divergent views are reflected respectfully.” Gaétan Pouliot did so. His article, though it reports on criticisms made by an ex-member and a sociologist of the methods employed by the Church of Scientology, does quote from a Church of Scientology press release, a course found on the organization’s web page and, on two occasions, Ms. Michelle Lacombe, director of public affairs for the Church of Scientology of Quebec. The Church’s point of view was therefore represented in the story, and in no instance was this done disrespectfully.

It seems to me, however, that it is not this aspect of balance that is truly of concern to the complainant. Though she refers to the balance principle, it is in fact the story angle that appears problematic to her; i.e., the decision to “[report] on a group of volunteers” by taking a critical view of people who, she asserts, are simply doing humanitarian work. Ms. Berger is thus of the opinion that the journalist engaged in a form of persecution or discrimination based on the religious beliefs of the Scientology members involved, which would be a violation of the Canadian Charter of Rights and Freedoms.

My examination of the story and of the Church of Scientology website, though, leads me to conclude that the complainant’s allegation is unfounded. The article by Gaétan Pouliot does not criticize the Church of Scientology’s “volunteer ministers” for distributing pamphlets about health measures to be adopted to limit the spread of COVID-19. It explains that the Church appears to be using the pandemic as a pretext to proselytize and to promote a course “that criticizes the media, politicians and physicians” (“*qui critique les médias, les politiciens et les médecins*”).

That perception is bolstered simply by consulting the website of the Church of Scientology, where one finds a large quantity of articles and photographs describing similar actions led by “volunteer ministers” around the world. One article entitled [Swiss Scientologists Reach Out With Vital Information on Prevention](#), dated June 1, 2020, is especially enlightening. It states that the Church of Scientology began a program to distribute booklets on COVID-19 “approximately a month ago” – meaning around May 1 – “in communities around every Scientology Church and Mission across the globe.” The article states that some five million booklets, which invite people to visit the website of the Church of Scientology for more information, have been made available. It is this website that offers the free course denouncing merchants of chaos including journalists, politicians and doctors, whose jobs it is, apparently, to exaggerate the severity of risks that citizens face. That can be perceived, in the current context, as a message contradictory to those of public health authorities about the severity of the pandemic, at the very least among people who are already receptive to so-called conspiracy theories that cast doubt on the origin, severity and even the very existence of COVID-19. For all of these reasons, I therefore believe it was in the public interest to publish the story by Gaétan Pouliot about the operation conducted by Church of Scientology “volunteer ministers” in Canada.

There is a further dimension to the balance principle: it is evaluated by taking a step backward so as to better assess the full picture of journalistic coverage of a specific issue over time. Ms. Berger's complaint appears to suggest that Radio-Canada and Mr. Pouliot in particular have a systemic unfavourable bias toward religions generally and the Church of Scientology especially. I do not share this point of view. Until very recently Radio-Canada was, to my knowledge, the only mainstream media entity in Canada to have presented a program dedicated entirely to religion and spirituality. That program called *Second regard* was on the air since 1975, which demonstrates the fact that Radio-Canada has no unfavourable "systematic bias" against religions.

Given that churches are places of power and influence, however, they are not immune to the critical gaze of the media any more than other centres of power are. Such has been the case, for instance, regarding issues such as the sexual abuse of minors by members of the Catholic Church; the forced assimilation of Indigenous people in Canadian residential schools run by religious communities; the at times troublesome links between Islam and violent extremism; tolerance of anti-Black racism in some Protestant churches in the U.S.; refusals by certain Jewish communities to comply with the regulations governing basic education in Quebec; the tactics employed by Falun Gong to influence the Chinese community in Montreal, and so on. As we can see, the Church of Scientology is not an exception, such that it is impossible for me to observe the existence of any imbalance in terms of the treatment it receives compared with that afforded other religious groups.

Impartiality of the journalist, Gaétan Pouliot

Ms. Berger writes that the author of the story she complained about, journalist Gaétan Pouliot, has "a history of producing biased, anti-Scientology articles" – so much so that she wonders why Radio-Canada "permit[s him] to continue writing on the subject."

Mr. Pouliot has indeed written many stories about the Church of Scientology over the years. For example, [one about the Quebec Human Rights Commission decision](#), in 2012, to recommend the shutdown of a drug rehabilitation centre in Trois-Rivières that was run by the Church of Scientology. According to the Commission, staff at the centre were "unqualified", patients were "mistreated", and the rehab program, known as Narconon, "was not scientifically recognized and [. . .] was hazardous to health and safety."

In 2016, Mr. Pouliot penned another article, [on the City of Montreal sending a legal notice to the Church of Scientology](#) demanding that it settle unpaid municipal taxes on a building that the Church sought to convert into an "Ideal Organization," that is, a temple designed as a new symbol of the organization's expansion across Canada.

Then, in 2018, Mr. Pouliot wrote about [wage conditions offered by the Church of Scientology to its "religious workers,"](#) some of whom were paid as little as \$70 for a full week of work. The provincial worker's compensation Board (CNESST) subsequently launched an investigation into the affair.

It is perfectly understandable that the public affairs office of the Church of Scientology should be inconvenienced by Mr. Pouliot's articles. However, the work of journalists does not consist in becoming popular amongst the organizations they cover.

If media were to remove journalists whenever a particular authority voiced displeasure with one of their articles, and require them to no longer show interest in topics that upset certain parties, those media would lose their *raison d'être* and the public would be deprived of information that is vital to understanding our world.

I note further that the article that prompted this complaint is not the only one Mr. Pouliot has written about a religious organization since the onset of the COVID-19 pandemic. On April 2, 2020, he wrote a [story about the confiscation of a large quantity of alcoholic beverages in a Hasidic synagogue](#) in Outremont, despite the fact that it was closed because of COVID-19. The story described police suspicions that the hundreds of cases seized were intended as contraband.

Choice of participants

The complainant wrote that she was unhappy with the choice of two people quoted in the story: an ex-member of the Church of Scientology who had asked to remain anonymous, and Prof. Stephen A. Kent of the University of Alberta.

With regard to the confidentiality granted to the “mysterious ‘former Scientologist,’” after checking with Mr. Pouliot, it seems to me that this was entirely appropriate, and that the decision was made in compliance with the [CBC/Radio-Canada Journalistic Standards and Practices](#), with the required approvals. For the same reasons given in the article, I cannot provide further details about this source, who nevertheless appears to me to be credible.

As for the criticisms levelled at Prof. Kent, they relate primarily to his research methods: the complainant stated that his writings on the Church of Scientology are based in part on interviews with “apostates”, i.e., former followers who have cut their ties with the organization. According to Ms. Berger, Prof. Kent has also been paid to testify as an expert witness in lawsuits filed against the Church of Scientology. Here again, it appears to me that the public affairs office of the Church of Scientology is seeking to determine who – journalist, witness or expert – should be empowered to take an interest in its organization. Such intent to control the message is understandable, but that does not mean it is founded.

While Prof. Kent may have strong views about the Church of Scientology, he is nevertheless a recognized expert on the organization, which has been the subject of extensive criticism all over the world. Considered a cult by some countries and a religion by others, viewed sometimes as a commercial enterprise and sometimes as a non-profit organization, the Church of Scientology often comes into criticism from former members who accuse it of having indoctrinated them and defrauded them, for example via the sale of books and training courses.

If we were to exclude all accounts of former followers who have known the organization from the inside, and dismiss all researchers who have spoken with apostates to gain a better understanding of the Church of Scientology's recruiting and operating methods, a significant part of the information would likely remain hidden. That observation is not unique to the Church of Scientology: it is applicable to many other cults and religions, spiritual movements, and so-called alternative forms of medicine.

It is true that the Canadian Charter of Rights and Freedoms, to which the complainant referred, guarantees freedom of conscience and religion as fundamental freedoms – but it also guarantees freedom of opinion and expression, which includes freedom of the press.

CONCLUSION

The article by journalist Gaétan Pouliot, *L'Église de scientologie profite de la crise pour faire sa publicité, selon une ex-membre*, posted on Radio-Canada.ca on April 19, 2020, is compliant with the CBC/Radio-Canada Journalistic Standards and Practices.

Guy Gendron
Ombudsman, French Services
CBC/Radio-Canada
July 2, 2020

Encl. Ms. Bari Berger's complaint to the Ombudsman and the response from Radio-Canada's News department to Ms. Berger.

Ms. Bari Berger's complaint to the Ombudsman.

April 20, 2020

Guy Gendron Ombudsman, French Services Canadian Broadcasting Corporation
Email: ombudsman@radio-canada.ca

Re: Article on Scientology Volunteer Ministers

Dear Mr. Gendron: I am writing concerning an article posted today, April 20, by Gaétan Pouliot, a journalist with a history of producing biased, anti-Scientology articles.

Mr. Pouliot is permitted to continue writing on the subject, in spite of the fact that CBC promotes its adherence to standards of ethical journalism, and in spite of the fact that there is nothing objective or journalistic whatsoever in his discriminatory coverage.

In Mr. Pouliot's story of today, he attacks Scientology Volunteer Ministers for their work in bringing badly needed supplies and informational material to those on the frontlines of this crisis, even as these volunteers risk their health and lives to simply help others.

If this same article was about Jewish or Muslim volunteers, would the CBC still have published it?

One of Mr. Pouliot's "sources" is Stephen Kent, an individual who has been repeatedly debunked by his peers in the American Psychological Association for his sloppy research methods and bias, as well as the fact that he changes his story about Scientology depending on who is paying him.

Mr. Pouliot's second "source" is a mysterious "former Scientologist" whom he refuses to name—another real or imagined individual inserted to simply carry forward his bigoted agenda.

To create a story where none exists, Mr. Pouliot readily misrepresents a free online course offered by the Church, stating the course text refers to doctors as "chaos merchants." Doctors are not referred to as "chaos merchants" in the course. This is factually incorrect. The evidence is right online. Mr. Pouliot's writing only serves to distort the course's content and purpose.

Mr. Pouliot further attempts to make it appear that the course dismisses the contributions of doctors responding to the coronavirus—another absurd misrepresentation given that the course was created decades before COVID-19 existed. No one in his right mind would have anything but praise to give to the heroes of this moment: selfless first responders and medical personnel. But Mr. Pouliot's sole interest is misrepresenting the Church of Scientology. There is no other way to "interpret" his writing.

Mr. Pouliot's article is biased, misleading, factually incorrect and unabashedly bigoted.

It is unacceptable to attack and discriminate against a group of volunteers on the basis of their religion under any circumstances, let alone in the midst of a global pandemic, when thousands are falling ill every day. Mr. Pouliot's attempt to sow discord, distrust and religious intolerance could actually stop people from being helped at a time when they need that help the most, and when it could actually be a matter of life and death.

This article reflects badly on the CBC, flying in the face of everything you claim to stand for. On behalf of all those around the world whom our Volunteer Ministers are helping make it through this crisis, I ask that it be taken down.

Regards,

Bari Berger

Response from Radio-Canada's News department to Ms. Berger.

May 19, 2020

Dear Ms Berger,

I would like to thank you for taking the time to write to Radio-Canada.

The Ombudsman office of Radio-Canada (CBC French Services) sent me your letter in order to give us the opportunity to respond to your complaint about the article *L'Église de scientologie profite de la crise pour faire sa publicité, selon une ex-membre*, published by our reporter Gaétan Pouliot on April 19, 2020.

You formulated a series of criticisms about our article and cast doubts regarding Mr. Pouliot's impartiality.

Radio-Canada, as does CBC, takes great pride in the work of its journalists which is governed by our Journalistic Standards and Practices, a set of rules that are among the strictest in the industry, ensuring that the Canadian public receive fair, accurate and truly balanced news coverage.

Among your grievances, you sustain that professor Stephen A. Kent is not a reliable academic reference for an article about the Church of Scientology. We did not find any such proof to support this conclusion. If you have proper information to share with us, please do so.

Concerning what you called the "*mysterious former Scientologist*", you must know that Radio-Canada allows the use of confidential sources when it comes to matters of public interest. The use of such sources is made in accordance with our Journalistic Standards and Practices. The Managing Editor must authorize the use of the source before publication.

You also claim that Mr. Pouliot made a factual error writing that an online Church of Scientology course text refers to doctors as "*chaos merchants*".

We had a look into the said online course, and found that doctors are in fact mentioned. It is written as follows:

How Dangerous Is the Environment?

[...]

"A great many people are professional makers of a dangerous environment. This includes professions which require a dangerous environment for their existence, such as the politician, the policeman, the newspaperman, the undertaker and others.

[...]

The Merchants of Chaos

There are people who could be called Merchants of Chaos. These are people who want an environment to look very, very disturbing.

[...]

The Merchant of Chaos has a lot of troops, a lot of people who depend for their incomes on a dangerous environment. Even doctors are not paid for the number of people in the society they make well. They are paid for the number who are sick. [...] The more sickness, the more doctors."

You underline that this course was created decades before COVID-19. As much as this is true, the Church of Scientology is currently promoting this course, on its website and its social media accounts, as a proper response to the pandemic.

Finally, let us point out that, in the book *Scientology: A New Slant on Life*, L. Ron Hubbard himself describes who are the "chaos merchants": "The politician, the reporter, the medico, the drug manufacturer, the militarist and arms manufacturer, the police and the undertaker, to name the leaders of the list, fatten only upon "the dangerous environment." Even individuals and family members can be Merchants of Chaos."

Therefore, we disagree with your interpretation of Mr. Pouliot's article, which we conclude is based on official documents and relevant testimonies.

Hence, we maintain that our article *L'Église de scientologie profite de la crise pour faire sa publicité, selon une ex-membre*, published on Radio-Canada.ca, is accurate, fair and impartial.

In conclusion, I remind you that if you are not satisfied with this reply, you may submit the matter to the Radio-Canada Ombudsman for a review.

The Ombudsman, who is independent and reports directly to the President and CEO of CBC/Radio-Canada, is tasked with ensuring that news and information content is compliant with the current Journalistic Standards and Practices.

You can reach the Ombudsman as follows:

- By email:
ombudsman@radio-canada.ca
- By phone:
514-597-4757 (Greater Montreal)
1-877-846-4737 (toll-free)
- By mail:
Office of the Radio-Canada Ombudsman
P.O. Box 6000
Montreal, QC, H3C 3A8

Thank you for your attention,

PIERRE CHAMPOUX

Directeur des Opérations numériques et des relations citoyennes
Service de l'information, Radio-Canada