

Dr. FRANK FOWLIE, DCR

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PROFILE SUMMARY

Frank is an experienced investigator, having served in the RCMP, and as Senior Special Investigator in government. Frank has worked as a provincial Human Rights Officer, and Ombudsman Officer. Frank has over 15 years' experience in conducting workplace issues as an organizational ombudsman. Frank was the UN's Olympic Games Officer; served as a Director with the SDRCC and was a mediator with the Court of Arbitration for Sport. Expert practitioner in Sport Dispute Resolution <https://ch.linkedin.com/pub/dr-frank-fowlie/6/21/a45>

EMPLOYMENT EXPERIENCE

Athletics Canada

December 2017 – Present **Commissioner** <http://bit.ly/2C03QnN>

Court of Arbitration for Sport (Lausanne, Switzerland)

October 2013 – October 2019 Appointed to the CAS Mediation Roster <http://bit.ly/2qOBG5D>

International YMCA University of Applied Sciences Professor (Kassel, Germany)

Spring 2013 – present Design and instruct '**Sport for Development**' as a distance learning course in the Bachelor of Arts in Human Development degree, focusing on the role of sport in the Millennium Development Goals.

Internetombudsman.biz (www.internetombudsman.biz) **(Consultancy)**

February 2011 – September 2012; April 2015 – present Internetombudsman.biz is an innovative, shared services consortium. It offers contracted Ombudsman and dispute resolution services and training; Ombudsman advisory and evaluation services; and an Online Dispute Resolution practice. Clients include: ADRChambers Banking Ombudsman, Canadian Council on Court Technology, World Bank, United Nations Institute for Training and Research, Sport Dispute Resolution Centre of Canada (pro bono), Green Climate Fund, the City of Vancouver, Wrestling Canada, and United Nations World Tourism Organization

Organization for the Prohibition of Chemical Weapons (OPCW) Independent Mediator (The Hague)

April 2015 – December 2016 OPCW is the Nobel Peace Prize winning organization concerned with the monitoring and destruction of chemical weapons. As the OPCW's Independent Mediator I provided mediation services to staff members concerning workplace related disputes.

International Organization for Migration (IOM) Ombudsman (Geneva, Switzerland)

September 2012 – March 2015 IOM is an international organization which is concerned with humane and orderly migration, especially following human or natural disasters. IOM has 146 member states, and has over 250 work locations worldwide, staffed with 9,000 employees. The Ombudsman's function is to act as an Alternative Dispute Resolution (ADR) office for members of the IOM Staff who may wish assistance about a work place issue, conditions of employment, IOM policies affecting the work place, or a respectful workplace environment.

Internet Corporation for Assigned Names and Numbers (ICANN) - Ombudsman

November 2004 – January 2011 **(Marina Del Rey CA and Richmond BC)**

ICANN coordinates the global top-level domain system such as ".com, .net, .org". ICANN had 130 staff globally with budget of +\$65 million USD. ICANN consists of 1500 key stakeholders from national governments, registry operators, internet commerce, science, and individual users. As Ombudsman, I was mandated to ensure that ICANN acted fairly in administrative processes, policy development, and its decision making.

- Act as independent, impartial, and neutral reception, review, and investigation of complaints concerning actions, decisions, and inactions of ICANN Board of Directors, staff, and supporting organizations.
- Serve as executive ombudsman office for alternative dispute resolution in the ICANN/Internet community. Develop operational and evaluation frameworks, complaint handling systems, ombudsman website, budgets (\$500k USD), operational and annual reports, and global outreach strategies.
- Supervise graduate level dispute resolution university learners in externship programs.
- Wrote doctoral dissertation on the evaluation of Ombudsman programs at La Trobe University – Melbourne.
- Article highlight key achievements: http://www.theregister.co.uk/2004/12/08/frank_fowlie_icann/

Royal Roads University – Professor, Associate Faculty (Victoria BC)

February 2005 – June 2007

- Developed and taught “Human Resources and Regulatory Environments” course offered to 4th year Bachelor of Arts students in the Justice Studies degree.
- Acted as the Practicum Coordinator for 50 learners per year.

Financial Consumer Agency of Canada - Senior Advisor, Executive Services (Ottawa ON)

September 2001 – October 2004 FCAC was established in 2001 by the federal government to strengthen oversight of consumer issues and expand consumer education in the financial sector. FCAC had a staff of about 40 and a budget of \$8 million.

- Conducted research, provided briefs and advice, and developed policy for the application of the *Financial Consumer Agency of Canada Act* with respect to contemporary systems, dispute resolution, conflict management, and compliance enforcement.
- Liaised with federally chartered financial institutions, the public, interest groups, Members of Parliament, and government officials to regulate complaints, and to raise consumer awareness.
- Appointed to the following roles:
 - ♦ Founding Chairman, Secretariat, *International Forum Financial Consumer Regulators and Educators*.
 - ♦ Member of Agency Management Team responsible for overall agency management.
- **Acting Director**, Compliance and Industry Relations Branch - supervising Compliance Officers and staff with oversight on consumer complaint reviews.

United Nations Transitional Administration in East Timor - Civil Affairs Officer (Dili, TL)

January 2000 – August 2001 The United Nations Security Council and General Assembly approved the deployment of a Peace Keeping Force (15,000 military), and civilian transitional government (1,200 staff at peak) following the bloody humanitarian crisis which resulted from East Timor’s Independence Ballot from Indonesia in late 1999. For the mission, I undertook three roles:

Deputy Administrator for Dili District

- Acted as the Deputy Administrator (Mayor) with a mandate to create a transitional urban government for Timor’s capital city.
- Supervised up to 50 United Nations staff and an additional 100 locally recruited staff.
- Led numerous Quick Impact Projects for urban reconstruction, as well as chaired various committees such as weekly incident command – UN Civilian Policing

Olympic Games Officer

- Appointed Chef de Mission or Team Leader for the 2000 Olympic Games by the International Olympic Committee.
- Successfully planned, co-ordinated, and supervised the involvement of East Timorese athletes in the Sydney Olympic Games and established a National Olympic Committee.
- USA Today Article outlines my role and achievements with the Sydney Games: <http://etan.org/et2000b/june/25-30/30ioc.htm>

District Focal Point, Civil Registration Unit

- Appointed as Operations Officer at the civil and elections registration unit.
- Oversaw operations management including supervision of 13 district registration offices, and over 150 United Nations Volunteers and staff who conducted local citizen registration.

Province of British Columbia (Victoria BC)

October 1992 – June 1998

Office of the Ombudsman - Ombudsman Officer and Team Coordinator

July 1995 - June 1998

- Received, analysed, investigated, mediated, and made recommendations concerning complaints of local government maladministration made by residents.
- Made presentations on behalf of the Ombudsman to local governments and provincial agencies, professional associations, and the public.

British Columbia Council of Human Rights - Human Rights Officer

- Applied alternative dispute resolution techniques to resolve complaints.
- Investigated complaints of discrimination under authority of the Human Rights Act.

Ministry of Attorney General -Policing Policy Analyst/Program Manager

October 1992 - December 1994

- Managed Special Provincial Constable, Keep of Prisoner, Service of Criminal Document programs.
- Seconded to Policy and Program Development Division, Motor Vehicle Branch to act as **Senior Policy Analyst, Legislation and Law Enforcement**.
- Developed Cabinet Submission on Speed Monitoring Cameras.

Ombudsman Ontario - Sault Ste. Marie District Officer

December 1991 - September 1992

- Managed the District Office including budget preparation and administration.
- Received and investigated complaints from the public as it related to provincial administration.

Province of Saskatchewan (Regina SK)

September 1988 – November 1991

Student Financial Assistance Saskatchewan Education – Supervisor

May 1991 - November 1991

- Supervised team of 10 Investigators and clerical staff regarding Student Financial Assistance applications.

Saskatchewan Social Services - Senior Special Investigator

September 1988 - May 1991

- Investigated criminal fraud against the Saskatchewan Government, internally and externally.
- Supervised and directed team of 7 investigative and administrative support staff.

Royal Canadian Mounted Police – Constable (Ottawa ON)

April 1981 - September 1988

- Undertook postings such as Detachment Investigator and in Montreal as Narcotic Investigator.
- Conducted serious criminal investigations, detective drug work, Dive Team and VIP security.
- Conducted sport and community relations program (swimming, lifesaving, tae kwon do)

EDUCATION

2012 [Accredited Peace Professional](#), Civilian Peace Service of Canada

2011 Chartered Arbitrator (**C. Arb.**) designation, ADR Institute of Canada (in progress)

2010 Chartered Mediator (**C.Med.**) designation, ADR Institute of Canada

2008 **Doctor of Conflict Resolution** (DCR), Faculty of Law, La Trobe University, Melbourne

- Awarded the University's "**Outstanding Research Thesis Merit Award for 2008**" and a **School of Law Research Thesis Merit Citation**

2006 **Fellow**, National Centre Technology and Dispute Resolution, University of Massachusetts, Amherst (www.odr.info)

2005 Program on Negotiation, **Harvard Law School**, Cambridge

2003 **Master of Arts**, Conflict Analysis and Management, Royal Roads University

1991 **Bachelor of Human Justice**, School of Social Work, University of Regina

1981 **Bachelor of Arts**, University of Manitoba

PUBLICATIONS

- *Notes to Stoopids*, (Editor), Erik Kerasiotis author, July 2017, ISBN 9781389807794
- *Closing the Loop – Proposal for a Sports Ombuds for Canada*, SDRCC AD HOC Committee Report, April 2017 <http://bit.ly/2qyxpY3>
- *Prospects for a Sports Ombudsman in Canada* *Laws* 2017, 6(1), 5 doi: 10.3390/laws6010005 <http://www.mdpi.com/2075-471X/6/1/5/>
- *The Balochistan Ombudsman and Online Dispute Resolution* *International Journal of Online Dispute Resolution*, Vol 3, 2016, Issue 1 (with Sher Shah Khan) <http://bit.ly/2hy5pMj>
- *A Review of the Balochistan Ombudsman*, *Capacity Building Review*, September 2015
- *Leveraging Technology in the Ombudsman Field: Current Practice and Future Possibilities* *Journal of the International Ombudsman Association*, Vol.1(1) August 2015 (Co-author Daniel Rainey) <http://bit.ly/1Nc5oXJ>
- *Online Dispute Resolution (ODR) within Developing Nations: A Qualitative Evaluation of Transfer and Impact* with Dr. Doug Leigh, *Laws* 2014, 3(1), 106-116, <http://www.mdpi.com/2075-471X/3/1/106>
- *Online Dispute Resolution: The Future of ADR* *Canadian Arbitration and Mediation Journal* July 2013 with Bilinsky and Rule <http://bit.ly/1dJvwpY>
- *Transition in Office A Study of a Transition in the ICANN Ombudsman Office* *Journal of the International Ombudsman Association*, Vol.5(2) November 2012 (Co-author C. Lahatte) <http://bit.ly/1452kLE>
- *ODR and Ombudsmanship (Chapter)* In [Online Dispute Resolution: Theory and Practice](#), Eleven International Publishing, November 2011
- *Online Dispute Resolution and Ombudsmanship* *Journal of the International Ombudsman Association*, Vol.4(2) November 2011 <http://bit.ly/16cWnlk>
- *The Next Generation of Online Ombudsman Consulting*, *Mediate.com*, 2011, <http://bit.ly/kjPFoM>
- *Evaluating Ombudsman Operations*, LAP LAMBERT Academic Publishing, Saarbrücken, 2011, ISBN 978-3-8443-1448-9
- *A Unique Way to Resolve Disputes: The ICANN Ombudsman Experience*, *ACResolution Journal*, Winter 2010, Volume 9, Issue 2, pp 18-19
- *Conflict Management Mechanisms*, VDM Verlag Dr. Müller Aktiengesellschaft & Co. KG, Saarbrücken, 2009, ISBN 978-3-639-13930-3
- *A Practitioner's Guide to Evaluating Ombudsman Offices*, [International Ombudsman Institute Occasional Paper #83](#), ISSN 7116349, 2008
- *A Blueprint for the Evaluation of an Ombudsman's Office: a Case Study of the ICANN Office of the Ombudsman*, 2008 Doctoral Dissertation, La Trobe University <http://bit.ly/llznKX>
- *The Ombudsman and Client Satisfaction: Observations on the Relationship Between Jurisdiction, Outcome and Satisfaction*, 2008 [The International Ombudsman Yearbook, Volume 9](#) pp 3 – 9
- *A Practitioner's Guide to Evaluating Ombudsman Offices*, ICANN, 2007
- *Prayer Road*, co-authored with Phillip Moses, 2006, Publish America, Baltimore
- *Conflict Management Mechanisms in the Canadian Financial Services Sector*, 2003, Master's Thesis, Royal Roads University
- *ALERT: Aquatic Supervision in Action* (Second Edition), 1992, Contributor - Chapter "Lifeguarding and the Law" *Royal Life saving Society Canada*
- *The Police Response to Fatal and Near Fatal Aquatic Emergencies*, *Royal Life Saving Society National Lifeline*, September 1987

SPORT AND RECREATION

Swimming – University of Manitoba, Victoria Masters Swim Club
Tae Kwon Do – Black Belt, World Tae Kwon Do Federation
SCUBA – Instructor Trainer (CMAS ACUC), underwater photographer
Recreational Pilot licence
Royal Life Saving Society Diploma with Honours (1991) awarded by HRH Prince Michael of Kent

AWARDS

- Annual Book Award, International Institute for Conflict Prevention and Resolution 2013 for *ODR and Ombudsmanship (Chapter)* In Online Dispute Resolution
- University of Regina Alumni Crowning Achievement Award – Lifetime Achievement Award, 2010
- Canadian Peacekeeping Service Medal, 2010
- The La Trobe University “*Outstanding Research Thesis Merit Award for 2008*” and the “*School of Law Research Thesis Merit Citation*”, 2009
- Grand Lodge of British Columbia Bursary. 1999
- Royal Roads University Entrance Award Scholarship, Victoria, 1998
- Royal Life Saving Society of Canada - Honourary Associate 1986, Certificate of Thanks 1998, Recognition Badge 1991, Bar to the Service Medal 1997
- Delta Kappa Epsilon Fraternity, Athlete of the Year - Winnipeg, 1978

INTERNATIONAL MULTI-SPORT GAMES EXPERIENCE

- 2013 Court of Arbitration for Sport, Lausanne Switzerland, Mediation Roster Member
- 2010 Vancouver Winter Olympics, Right to Play Specialist, Right to Play
- 2006 Volunteer, Canada Olympic House, Turin Winter Olympic Games
- 2004 Canadian Olympic Academy, Calgary
- 2001 Official United Nations Observer, South East Asia Games, Kuala Lumpur
- 2000 International Olympic Committee and United Nations appointed Team Leader (Chef de Mission) Individual Olympic Athletes from East Timor, Sydney Olympic Games
- 1999 Pan American Games Winnipeg, Senior Protocol Attaché to the Vice President, Pan American Sports Organisation
- 1994 Commonwealth Games as Protocol Officer and Logistics Co-ordinator for Visit of Her Majesty the Queen and HRH The Duke of Edinburgh
Member of the Commonwealth Games Aquatics Committee

VOLUNTEER AND SPORT ACTIVITIES AND MEMBERSHIPS

Royal Life Saving Society Canada:

- Chairman 1992 Canadian Lifeguard Championships
- Presenter, RLSS Commonwealth Symposium, London, England, 1991
- Vice President Saskatchewan Branch (1989-1991)
- Coach, World Lifesaving Championships, Australia (1988)
- Member of the Board of Directors (1987-1996)
- Chairman of the National Lifeguard Service (1987-1989)

Other volunteer and sport activities and memberships

- Appointed **Director**, Sport Dispute Resolution Centre of Canada, by Canada's Minister of State (Sport) <http://www.crdsc-sdrcc.ca/eng/home.jsp> (term 2009-2015)
- **International Advisor**, Alternative Dispute Resolution Centre, Lahore, Pakistan (2009)
- United Nations Expert Working Group on Online Dispute Resolution
- Appointed **Commissioner** for Athletics Canada (2107) <http://bit.ly/2C03QnN>
- Appointed **Director** Canadian Sport Institute – Pacific (2019) <http://www.csipacific.ca/>
- Appointed **Harassment Ombudsperson**, BC Hockey (2019)
- Appointed **Chair**, Online Dispute Resolution Task Force, ADR Institute of Canada (2020)