



THE WATCHDOG

Newsletter

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A DECADE OF PROGRESS

OMBUDSMAN RELEASES 2014-2015 ANNUAL REPORT



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[Press release](#)

[Opening remarks](#) (PDF)

[Facts and Highlights](#) (PDF)

On July 28, Ontario Ombudsman André Marin released his tenth annual report, marking the end of an historic year – and decade – that saw the largest investigation in the history of the office, the enactment of legislation extending the Ombudsman's mandate to municipalities, school

boards and universities, and an 86% increase in complaints received since 2009-2010.

The Ombudsman will begin taking complaints about school boards on September 1, 2015 and municipalities and universities on January 1, 2016.

"Clearly, public demand indicates that oversight of this sector cannot come soon enough," Mr. Marin writes in his report. "It is gratifying to know that we will soon be in a position to help. Our experience over the past decade has positioned this office well for the first major expansion of our mandate since 1975."

[READ MORE](#)

[Watch a short video about the Annual Report:](#)

JULY 2015

The Ombudsman investigates public complaints about Ontario government agencies. His office oversees more than 500 provincial ministries, agencies, tribunals, boards, commissions and Crown corporations.

[FILE A COMPLAINT ONLINE](#)

Ombudsman Ontario

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IN THE NEWS: ANNUAL REPORT

- [Reevely: 'Carding' is illegal and bad policing, province's ombudsman says \(Ottawa Citizen\)](#)
- [Inmates kept in segregation 'for months at a time' without](#)



Top 5 most complained about organizations (excluding correctional facilities):

1. Hydro One (3,499 complaints)
2. Family Responsibility Office (1,167)
3. Ontario Disability Support Program (684)
4. Workplace Safety and Insurance Board (481)
5. Private Career Colleges Branch, Ministry of Training, Colleges and Universities (274)

Significant cases, complaint trends and proactive work in 2014-2015:

- › Segregation and inmate health and safety
- › Everest College shutdown
- › Flexibility in health/drug benefits
- › Co-ordinating services for vulnerable people
- › Poor customer service



INVESTIGATIONS UPDATE

Ontario direction to police on de-escalation:

The Ombudsman is in the process of finalizing his report and is expected to release it later this year.

Adults with developmental disabilities in crisis:

Staff continue to resolve individual cases and take complaints - more than 1,300 to date. The large-scale systemic investigation continues, and the Ombudsman expects to release a report later in 2015.

Anyone who has information relevant to our ongoing investigations can contact our office at 1-800-263-1830, [file an online complaint](#) or

[reviews \(Toronto Sun\)](#)

- › [Ontario agency paid 350 people \\$845K retroactively after wrongly cutting off benefits \(National Post\)](#)
- › [Ontario should outlaw police from obstructing SIU investigations: watchdog \(Globe and Mail\)](#)

AT THE LOCAL LEVEL

On July 21, the Ombudsman, Deputy Ombudsman and counsel met with the Minister of Municipal Affairs and Housing Ted McMeekin as part of a public review of municipal legislation. The Ombudsman made suggestions for improving municipal governance. [Click here for more information about the Ministry's review](#)



WE'RE HIRING!

Work with us! We're hiring an Early Resolutions Officer and Legal Summer Student. Take a look at some of our [open positions](#).

STAY CONNECTED

The Ombudsman has **3,790** [Facebook fans](#) and **32,687** [Twitter followers](#)! Please continue to reach out to us on social media, or drop us a line at thewatchdog@ombudsman.on.ca.

And stay connected with our office in both official languages! Follow our French Twitter account: [@Ont_OmbudsmanFR](#).

email: info@ombudsman.on.ca.

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