



THE WATCHDOG

Newsletter

WWW.OMBUDSMAN.ON.CA

SUBSCRIBE TO OUR E-NEWSLETTER

UNSUBSCRIBE

FRANÇAIS

OMBUDSMAN 101

TOMORROW: OMBUDSMAN TO BEGIN TAKING SCHOOL BOARD COMPLAINTS

Beginning **tomorrow, September 1**, the Ontario Ombudsman is officially able to take complaints about the province's 82 school boards. The historic new expansion of the Ombudsman's mandate was granted with the passage of Bill 8, the Public Sector and MPP Accountability and Transparency Act, 2014.

The new law, passed in December 2014 with staggered dates for implementation, extends Ombudsman scrutiny to the broader public sector for the first time in the office's 40-year history. It will also enable the Ombudsman to take complaints about municipalities and universities as of January 1, 2016.

"Our staff have done their homework and will be standing by to hear complaints about school boards first thing tomorrow," said Ontario Ombudsman André Marin. "Even though school doesn't start for another week, many people have told us they have been waiting for this day, and we'll be ready for them."

Anyone with an unresolved concern about a school board – including parents and family members, school board staff and trustees, teachers or special interest groups – can contact the Ombudsman by using the online complaint form at www.ombudsman.on.ca. Complaints can also be filed by phone (1-800-263-1830), or email

AUGUST 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.

As of September 1, the Ombudsman will also be able to take complaints about school boards.

[FILE A COMPLAINT ONLINE](#)

Ombudsman Ontario

Bell Trinity Square
483 Bay St., 10th Floor, South Tower
Toronto, ON
M5G 2C9

Phone: 1-800-263-1830

Fax: 416-586-3485

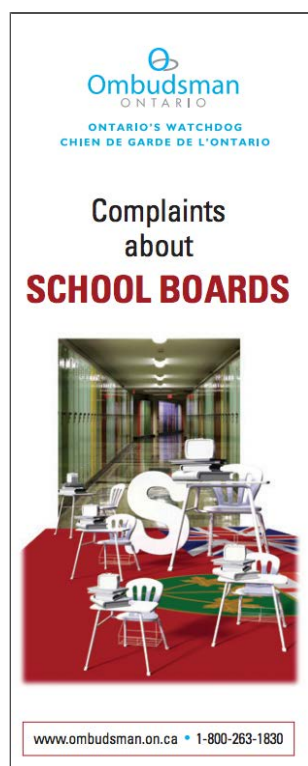
TTY: 1-866-411-4211

Email: info@ombudsman.on.ca



STREET CHECKS

On August 12, the Ombudsman met with Matt Torigian, Deputy Minister of Community Safety, to consult on the



(info@ombudsman.on.ca). However, Mr. Marin stressed that the Ombudsman is an office of last resort, and that issues should be resolved locally wherever possible. School

boards should reinforce their own complaint and accountability mechanisms, he added.

[Read more](#)

[Frequently asked questions about school board complaints](#)

[Brochure about school board oversight](#)

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 email: info@ombudsman.on.ca.

province's new carding, or 'street check', policy for police. To have your say on the public consultations visit the Ministry of Community Safety and Correctional Services here:
<http://bit.ly/1KC03vv>



WE'RE HIRING!

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

STAY CONNECTED

The Ombudsman has **3,839** [Facebook fans](#) and **33,038** [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](#).

Office of the Ombudsman of Ontario | Bureau de l'Ombudsman de l'Ontario
1-800-263-1830 - Complaints Line | Ligne des plaintes | 1-866-411-4211 - TTY | ATS

Bell Trinity Square, 483 Bay St., 10th Floor, South Tower
Bell Trinity Square 483, rue Bay 10e étage, Tour Sud, Toronto, Ontario, M5G 2C9, Canada

Si vous avez reçu ce bulletin électronique en anglais et souhaitez le recevoir en français, [envoyez-nous un courriel](#).