

De-escalation done right, the Ombudsman's January Message, and more.

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OMBUDSMAN'S JANUARY MESSAGE

[Read about](#) Ombudsman Paul Dubé's vision for 2017, the Office's ongoing investigations and how complaints can drive positive change.

MUNICIPAL CLOSED MEETINGS

In January, the Ombudsman published reports about closed municipal meetings in Georgian Bay, Sudbury, Timmins, and Laird. [Read about our closed meeting investigations here.](#)



DE-ESCALATION

Earlier this month, police in Toronto successfully de-escalated a situation involving a woman in crisis, and helped her to an ambulance. [Here's why one stakeholder called it "a great way to start the year."](#) [The Ombudsman's June report on police de-escalation](#) recommended better training for police in such situations.

OUTREACH EVENTS

In late January, Ombudsman staff attended the [2017 Rural Ontario Municipal Association Annual Conference](#) to speak about complaint policies in municipalities. [Here's her presentation](#), including best practices for resolving municipal complaints.



CASE SUMMARY

After a man's license was suspended because the Ministry of Transportation couldn't find the medical report he submitted, our Office stepped in. [Read about how we helped.](#)

CAREERS WITH THE OMBUDSMAN

Interested in working with the Ombudsman? We're looking for people who are smart, resourceful, and interested in making a real difference in the lives of people in Ontario. [Watch to learn more about what it means to be a part of our Office.](#)



NEW JURISDICTION: BROADER PUBLIC SECTOR CASES

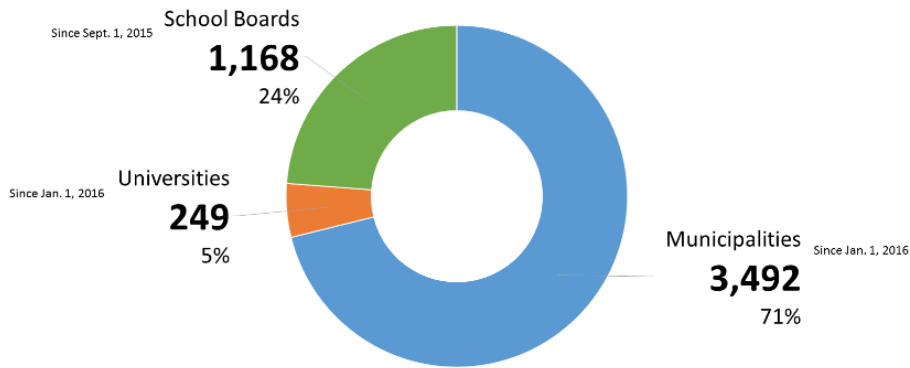
We handle more than 22,000 complaints a year – most are about Ontario government bodies, but we now oversee municipalities, universities and school boards as well.

Here's a look at how those latter complaints break down:
Since Jan. 1 2016, we've dealt with 3,492 municipal & 249 university cases; since Sept. 1 2015, we've handled 1,168 school board cases.

[Learn more here](#)



Broader public sector complaints to date



UNIVERSITY CASE SUMMARY

A mother contacted our office with a complaint that the interest on the fees her son owed for tuition was calculated incorrectly. As our office is an office of last resort, our staff referred the mother to the university's ombudsman, and indicated she could contact us if the issue persisted.



The Ombudsman is an independent officer of the Ontario legislature who conducts oversight of provincial government agencies and municipalities, universities and school boards. Ombudsman Paul Dubé began his five-year term on April 1, 2016.

[File a complaint or contact us here](#)

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