

Announcing an investigation into the MTO's handling of driver's licence reinstatements, outreach events and more.

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Ombudsman to investigate communication of driver's licence suspensions and reinstatements

On May 24, 2017, Ombudsman Paul Dubé [announced an investigation into how the province communicates licence suspensions and reinstatements to drivers](#) who were suspended for unpaid fines, in the wake of several complaints by drivers – some of whom had no idea their licences were invalid.

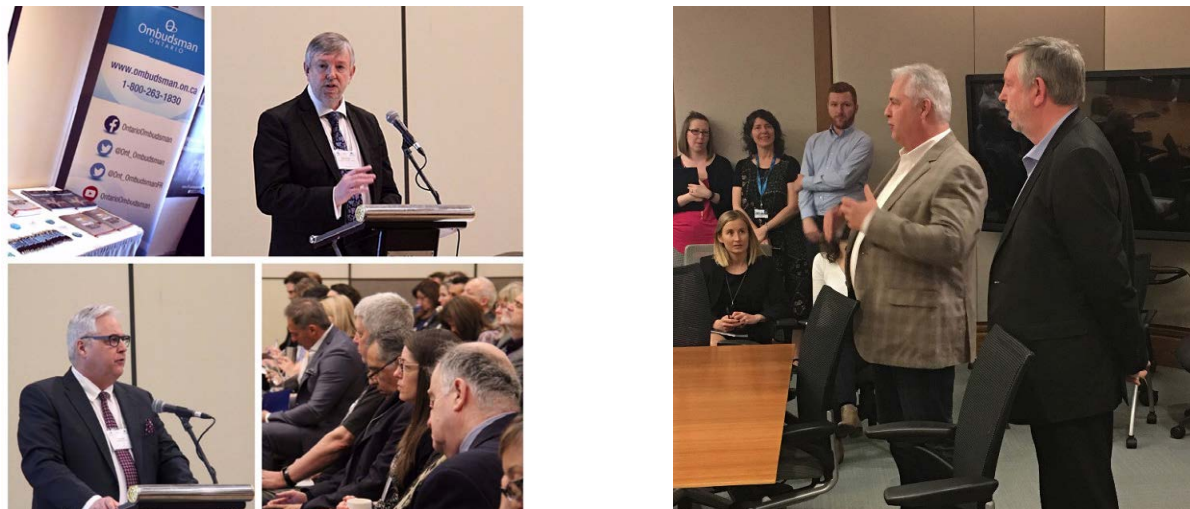
The investigation will look at how the Ministry of Transportation monitors and communicates with drivers whose licences are cancelled or suspended, including how it co-ordinates with ServiceOntario.

“We have heard from drivers who went for years without knowing their licences were suspended. When they finally found out, it was through their insurance company or police, not the Ministry – which then treated them as brand-new drivers, requiring them to go through the graduated licencing program to have their licences re-instated.”

- Ombudsman Paul Dubé



Anyone who has experienced a similar situation or who has information relevant to this investigation is asked to contact the Ombudsman's office, through the confidential complaint form at www.ombudsman.on.ca, or by phone at 1-800-263-1830.



In May, the [Forum of Canadian Ombudsman biennial conference](#) brought together ombuds from across Canada and around the world to discuss the importance of independent oversight and holding governments and organizations to account. Ombudsman Paul Dubé spoke to delegates about how different ombudsman models can effect change: "When it comes to ombudsmen models, we all know that different models of oversight mean different foundations, authorities, mandates, powers, stakeholders, expectations and therefore different challenges. And yet, the objective is the same: To improve governance by promoting accountability, transparency, and fairness, and be an agent of positive change." Deputy Ombudsman Barbara Finlay was also elected to the FCO Board for a two-year

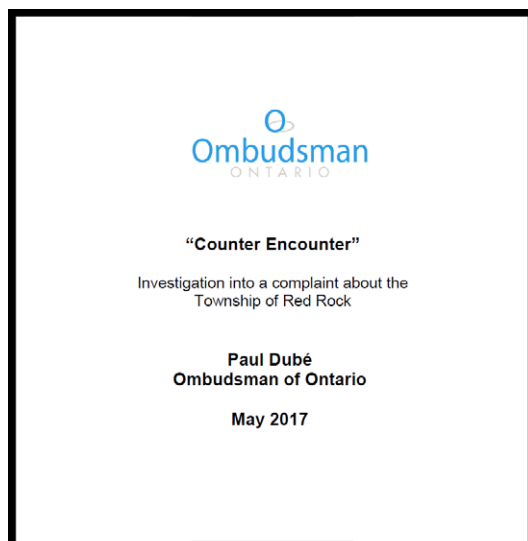
term.

Ombudsman of Ireland and President of the [International Ombudsman Institute](#), Peter Tyndall, also [spoke to delegates about the evolving and increasingly important role of the Ombudsman in today's world](#). He also [signed a memorandum of understanding with the FCO](#) to recognize that both organizations share similar objectives, including strengthening ombudsmanship and exchanging information and expertise.

After the conference, Ombudsman Tyndall visited the Ontario Ombudsman office in Toronto, where he addressed staff about the role of the IOI and discussed collaboration for a planned best practice paper on own initiative investigations.

OMBUDSMAN OUTREACH

On May 11, Ombudsman Paul Dubé spoke to a full house at the Federation of Northern Ontario Municipalities' 2017 FONOM/MMA Northeastern Municipal Conference. [You can watch his full speech here](#).



COUNTER ENCOUNTER

Today, the Ombudsman released a report on his first formal investigation of a municipality. The report, *Counter Encounter*, deals with a complaint from a councillor in the Township of Red Rock – a municipality of 900 people in northwestern Ontario, some 115 km east of Thunder Bay – about a trespass order the township issued against him before he was elected. [Read the report here](#).

HERE, THERE AND EVERYWHERE

Ombudsman staff were busy in May representing our Office at various conferences and trade shows. To mention a few highlights, we spoke with delegates at the [64th Annual Ontario Small Urban Municipalities Conference and Trade Show](#), the [Ontario Municipal Administrators' Association](#) conference, the [Caribbean-Canadian Parents Steering Student Success Conference](#), and at a community fair at the Dufferin Mall in Toronto.

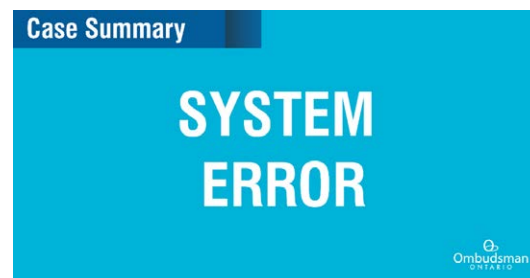


COMING SOON TO AN EVENT NEAR YOU

In June, Ombudsman Dubé will be addressing the [Ontario Public School Board Association's Annual General Meeting](#), Counsel will be presenting at the [Ontario Association of Committees of Adjustment and Consent Authorities'](#) 2017 Conference, and later in the month, Ombudsman Dubé will be speaking to [l'Association des juristes d'expression française de l'Ontario](#).

CASE SUMMARY

A woman whose licence had been suspended paid her fine and received a new licence, but when she was in a car accident a few months later, she was told it wasn't valid. [Read more about how we helped.](#)



CAREERS WITH THE OMBUDSMAN

Are you looking for a challenging and



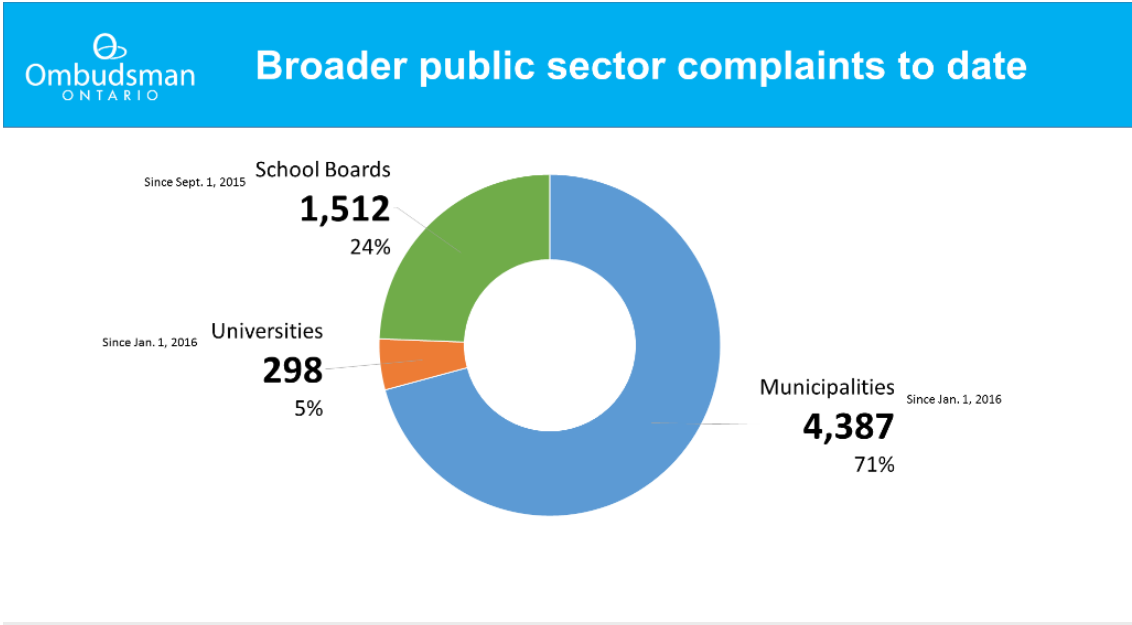
rewarding career? We're hiring Early Resolution Officers, a Communications Officer, an Early Resolutions Manager and an Articling Student. [Click here to learn more about what it means to be a part of our Office.](#)

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 4,387 municipal & 298 university cases; since Sept. 1 2015, we've handled 1,512 school board cases.

[Learn more here](#)



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

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.

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