

Why should an Ombudsman publish an annual report? Ontario Ombudsman Paul Dubé explains.

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Ombudsman Paul Dubé: "I'm here to help"



Earlier this month in a column in the Toronto Sun, Ombudsman Paul Dubé explained why it's important that his office publishes an annual report. Here's an excerpt:

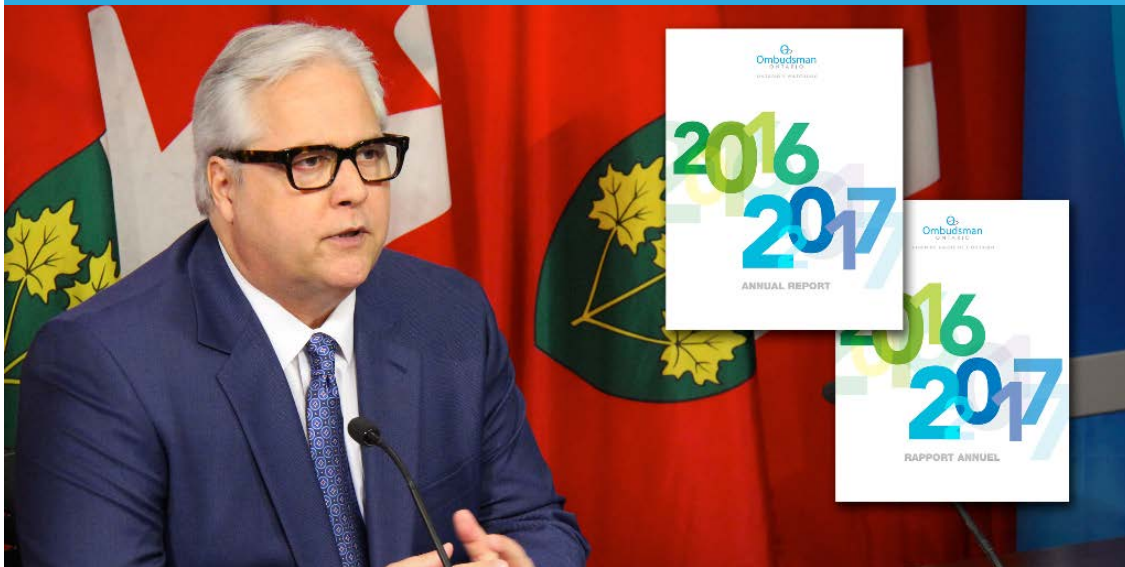
This is a time of significant growth and impact for the Office of the Ontario Ombudsman.

Our mandate, expanded last year, now includes not just provincial government bodies, but municipalities, universities and school boards — meaning we can now help more Ontarians with a wider range of problems than ever before.

But as I travel the province, I'm constantly reminded that not everyone knows what an ombudsman is, much less what our office can do for them.

[Click here to read the entire column](#)

Read the 2016-2017 Annual Report here



TORONTO SCHOOL BUSING ISSUES

The Ombudsman's report on [school busing issues at the Toronto District and Toronto Catholic District school boards](#) will be coming out in August - watch our [Twitter](#) and [Facebook](#) for more information!

MUNICIPAL BEST PRACTICES

The Ombudsman recommends as a best practice that councils make audio or video recordings of all municipal meetings. The latest municipality to adopt this practice is the [Township of Tehkummah](#), joining the cities of Oshawa, Brampton, Niagara Falls, and Welland, among others. [Read about other municipal meeting best practices here.](#)



SEE YOU IN OTTAWA

Coming up in August, Ombudsman staff will be attending the Association of Municipalities of Ontario's [2017 Annual Conference](#) to share information and resources about how the Ombudsman works with municipalities.



CAREERS WITH THE OMBUDSMAN

Working with the Ombudsman takes creativity, critical thinking and hard work. [Click here to learn more about what it means to be a part of our Office.](#)

CASE SUMMARY

After a woman surrendered her licence due to medical reasons, she came to us when she had trouble obtaining photo identification from ServiceOntario. [Read more.](#)



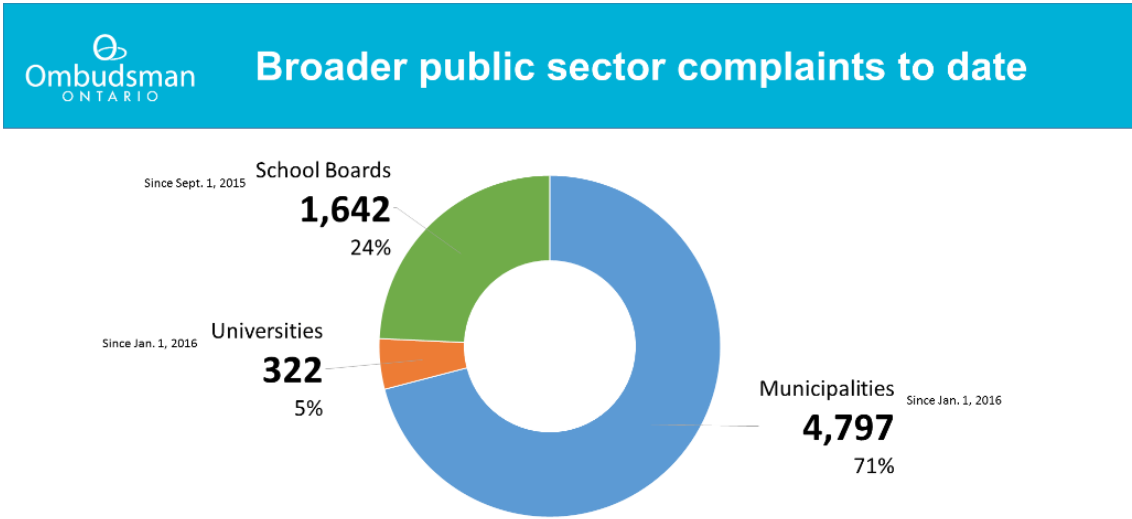
BROADER PUBLIC SECTOR CASES

We handle more than 21,000 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 4,797 municipal & 322 university cases; since Sept. 1 2015, we’ve handled 1,642 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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