

Read Ontario Ombudsman Paul Dubé's third annual report, released June 27

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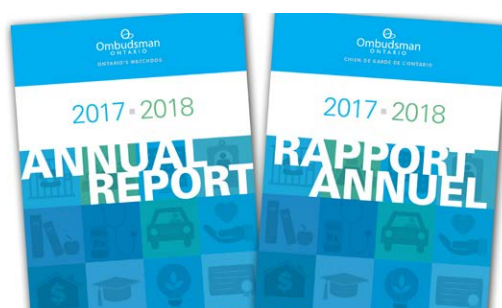


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BENEFITS OF INDEPENDENT OVERSIGHT

In his [2017-2018 annual report](#), released today, Ontario Ombudsman Paul Dubé cited improvements in accountability and bureaucratic leadership in several public sector bodies as a measure of how independent offices like his can make public services better.

Mr. Dubé details the highlights of the 21,154 complaints his office received from the public in 2017-2018, and the “positive change” sparked by its investigations.



Progress in some of the areas that generate the most complaints to the Ombudsman – including social services, correctional facilities and local government administration – indicates the value of diligent monitoring, working with public sector officials and “brokering

human solutions to human problems.”

“It is rare that we can’t resolve an issue without formal investigation. Most complaints are resolved through behind-the-scenes work, pointing people in the right direction, and suggesting best practices,” the Ombudsman says in the report, adding: “Their value is borne out in improved policies and procedures on the ground.”

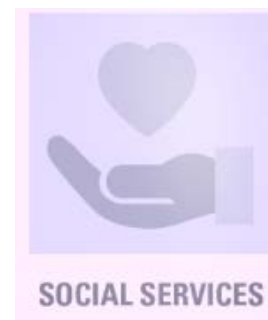
[Read the full report](#)

[Watch this short video to learn more about our year!](#)



ANNUAL REPORT - AT A GLANCE

A homeless mother and four children who had no money for food while one child was being treated in hospital received emergency funding after Ombudsman staff alerted Ontario Works. [Read more about how we helped with complaints about the Family Responsibility Office, Ontario Works, ODSP, and developmental services programs.](#)

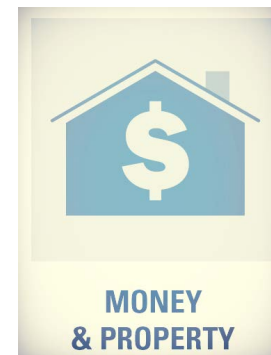


HEALTH

A Northwestern Ontario woman who was initially denied compensation for painkillers because they were dispensed in Manitoba (by the nearest specialist to her) received a \$4,539 refund after Ombudsman staff prompted the Exceptional Access Program to review her case. [Learn about what we've done to assist with healthcare-related cases, such as cases about the EAP, public drug programs, and OHIP here.](#)

A woman received an apology from ServiceOntario

after Ombudsman staff determined that it accidentally transferred ownership of her new car to someone else. [Click here to find out how we helped other Ontarians with complaints about ServiceOntario, birth certificates, ID problems, and more.](#)



An inmate experiencing mental health issues after being placed in segregation for more than a month without an explanation was transferred out after Ombudsman staff flagged that required documentation and reviews had not been completed. [Read more about our work with correctional facilities, police, legal aid, and probation and parole 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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