

In our August newsletter: Ontario Ombudsman Paul Dubé releases his 2021-2022 Annual Report. Find dozens of stories of Ontarians we've helped, investigation updates and much more

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OUR 2021-2022 ANNUAL REPORT IS NOW AVAILABLE!



Complaint increase is good news, Ombudsman says

Work with us!

Complaint increase is good news, Ombudsman says



Public concerns and complaints to the provincial watchdog have returned almost to pre-pandemic levels, Ontario Ombudsman Paul Dubé reported in his 2021-2022 Annual Report released this month. Our Office fielded 25,161 complaints and inquiries in fiscal 2021-2022, an increase of 25% over the previous year.

“We have been able to help so many more Ontarians, by using our expertise to promote transparency, fairness and accountability more widely across the public sector,” the Ombudsman said, highlighting that several of the sharpest increases and top topics of complaint were in areas that weren’t part of the Ombudsman’s jurisdiction prior to 2016, when Mr. Dubé was first appointed: Municipalities, universities, school boards, child protection services and French language services.

READ THE REPORT

The Annual Report in the news:

1. [Ombudsman calls out Ontario for 'painfully slow' progress on police de-escalation training - CBC](#)
2. [Correctional facilities remains top source of complaints to Ontario Ombudsman - QP Briefing](#)
3. [Les plaintes sur les services en français en augmentation en 2021-2022 - ONFR+](#)
4. [Peu de progrès sur l'usage de la force par la police, selon l'ombudsman de l'Ontario - Radio-Canada](#)

"After two months of weekly attempts to contact [an official] and getting nowhere, I called the Ombudsman. Two hours later [the official] called me back to apologize and told me all my outstanding paperwork was processed... now I tell everyone, do not hesitate to contact the Ombudsman."

- Complainant



SOCIAL SERVICES

With our involvement, a cancer patient's application for Ontario Disability Support Program benefits to pay for her medication was approved the next day. [Read more about how we helped resolve complaints about ODSP, Ontario Autism Program funding, the Family Responsibility Office, and other provincial benefits programs.](#)

MUNICIPALITIES

Once we stepped in, a municipality froze a woman's water bills so they could investigate why the bills had mysteriously tripled. [See the other ways we helped Ontarians experiencing problems with their municipal services.](#)



EDUCATION

Due to our intervention, a university student in India was refunded \$20,000 in tuition she had paid before the



COVID-19 pandemic forced her to cancel her plan to study in Ontario. [Find out more about how we help students and their families resolve issues with Ontario school boards, universities and colleges.](#)

TRANSPORTATION

A driver whose licence was wrongly suspended had it reinstated immediately after Ombudsman staff sent proof of the error to the Ministry of Transportation. [Learn about our work assisting drivers and public transit riders resolve their complaints about provincial transit agencies and programs.](#)



CHILDREN AND YOUTH

A youth was finally able to file a complaint about her residential placement – and have her concerns addressed – after the Ombudsman's Children and Youth Unit intervened. [Learn more here about how we helped children and youth in care with problems related to foster homes, group homes or treatment placements, children's aid societies, and youth justice facilities.](#)

FRENCH LANGUAGE SERVICES

Metrolinx began publishing its regional newsletters in French, as well as English, after staff from the Ombudsman's French Language Services Unit informed them about the need for bilingual communications. [Read more on how we ensure Franco-Ontarians can communicate in French with the provincial government on social media, by telephone and online, and how we help them access justice, health and social services in French.](#)



Annual Report 2021-2022 Highlights



"Without your efforts to help me, I would still be struggling to resolve my issue... I was not aware before of the function of the Ombudsman's Office. I now totally believe this office is indispensable to our society for restoring fairness and justice to its citizens. I am most grateful to you and your institution."

- Complainant

Work with us!



Do you want a meaningful career? The issues we look at, from newborn screening to cancer drug funding to services for people with disabilities, are interesting and complex, affecting millions of people in Ontario.

Our empathetic staff resolve problems every day – from helping people navigate bureaucratic processes, to resolving complicated administrative issues, to compassionately guiding people in the right direction.

We would love to work with you! We offer:

- Collaborative, exciting work with exceptional colleagues passionate about public service
- Comprehensive health, dental and vision benefits
- Generous paid maternity and parental leave
- Hybrid working environment with an office centrally located on the subway line
- A commitment to work-life balance
- Defined-benefit pension plan through the Ontario Pension Board
- Ongoing training and professional development opportunities

If you're searching for a challenging career in a dynamic workplace, [take a look at our current opportunities and apply today!](#)

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, as well as child protection services and French language services. Ombudsman Paul Dubé was reappointed for a second five-year term, beginning on April 1, 2021.

The Ontario Ombudsman's work takes place on traditional Indigenous territories across the province we now call Ontario, and we are thankful to be able to work and live on this land.

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