

# Ombudsman Ontario

## Cases Received During 2010-2011

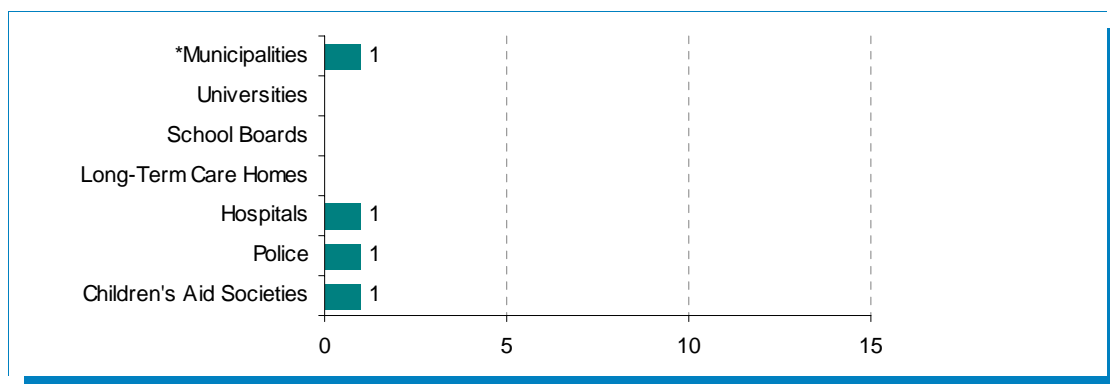
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Ajax-Pickering

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>21</b>

#### Selected MUSH Sector Cases Received from Ajax-Pickering

**Total: 4**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

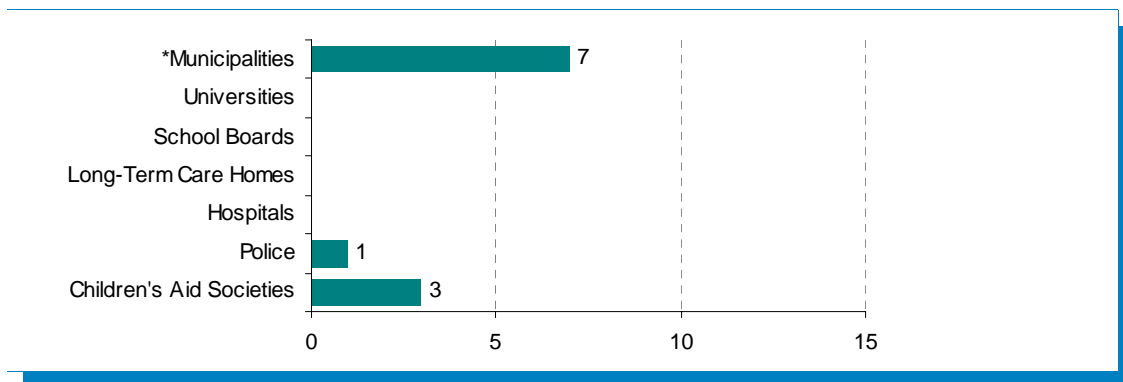
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Algoma-Manitoulin

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		7
MINISTRY OF THE ENVIRONMENT		10
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		6
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		6
<b>Total Provincial Government Complaints:</b>		<b>58</b>

#### Selected MUSH Sector Cases Received from Algoma-Manitoulin

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

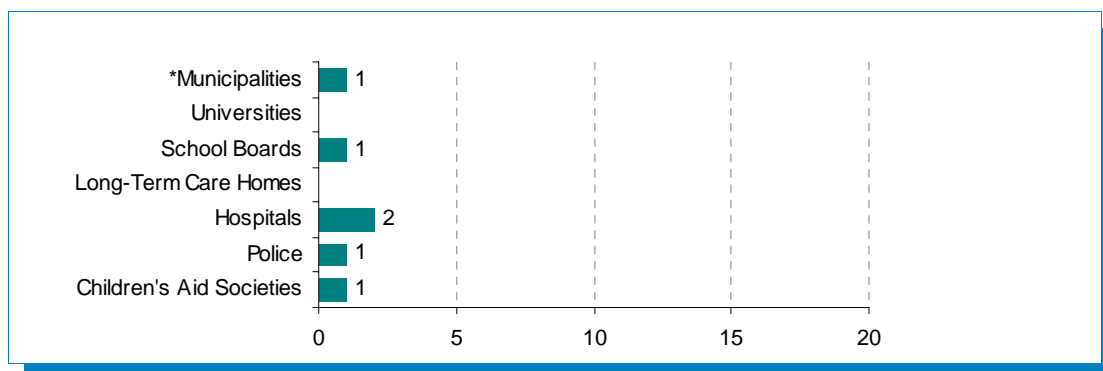
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Ancaster-Dundas-Flamborough-Westdale

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		3
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		7
MINISTRY OF LABOUR		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>30</b>

#### Selected MUSH Sector Cases Received from Ancaster-Dundas-Flamborough-Westdale

Total: 6



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

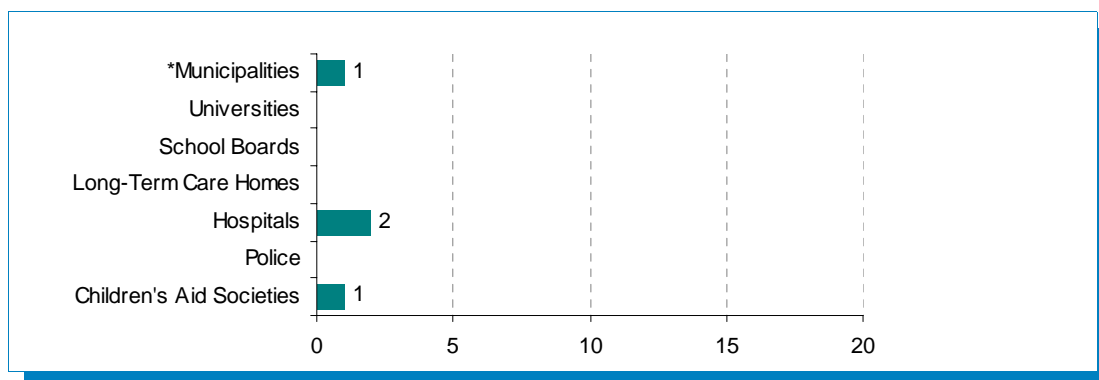
### for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Barrie**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		18
FAMILY RESPONSIBILITY OFFICE	14	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		17
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF REVENUE		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>57</b>

### Selected MUSH Sector Cases Received from Barrie

**Total: 4**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

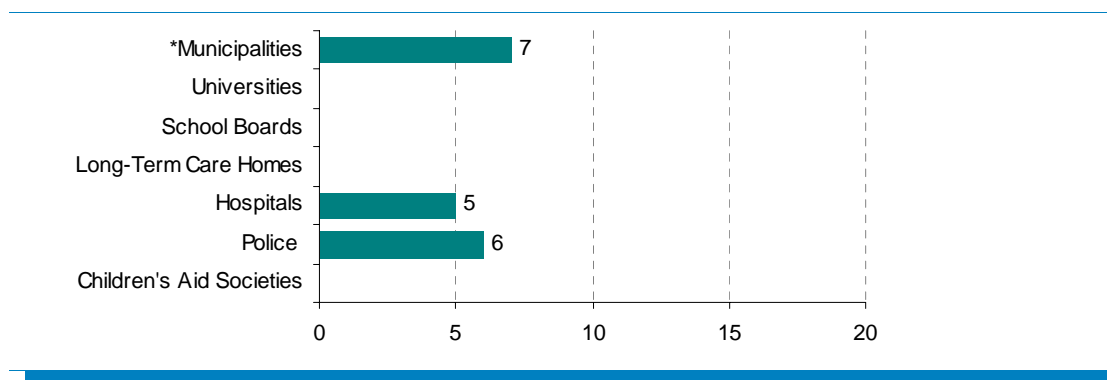
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: *Beaches-East York*

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		21
ONTARIO DISABILITY SUPPORT PROGRAM	13	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		6
MINISTRY OF CONSUMER SERVICES		2
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		2
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		5
MINISTRY OF REVENUE		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>52</b>

#### Selected MUSH Sector Cases Received from Beaches-East York

Total: 18



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

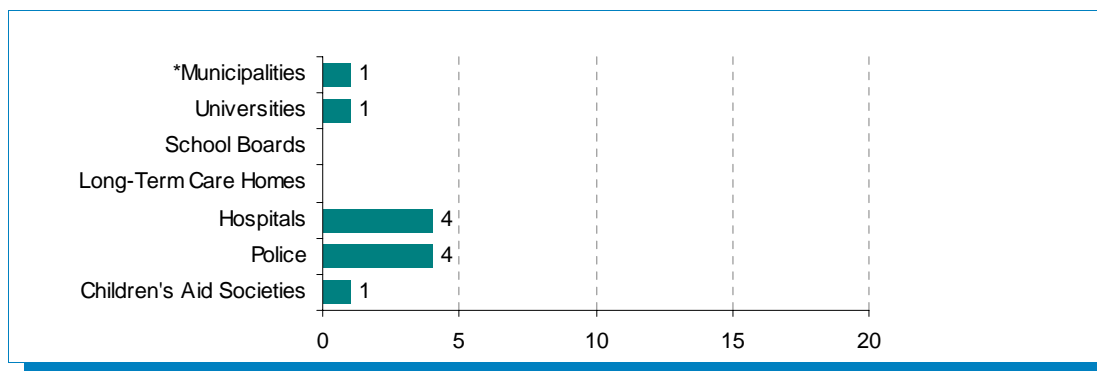
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Bramalea-Gore-Malton**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF FINANCE		4
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		5
<b>Total Provincial Government Complaints:</b>		<b>31</b>

#### Selected MUSH Sector Cases Received from Bramalea-Gore-Malton

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

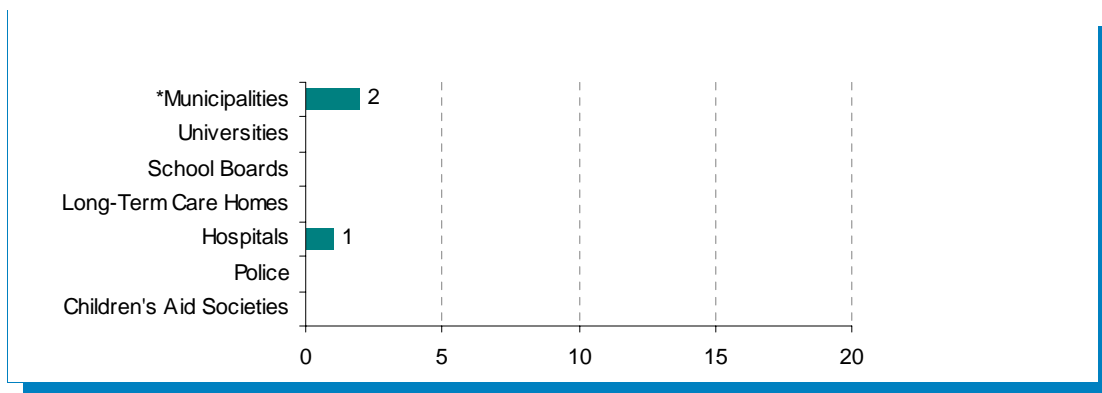
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Brampton-Springdale**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>23</b>

#### Selected MUSH Sector Cases Received from Brampton-Springdale

Total: 3



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

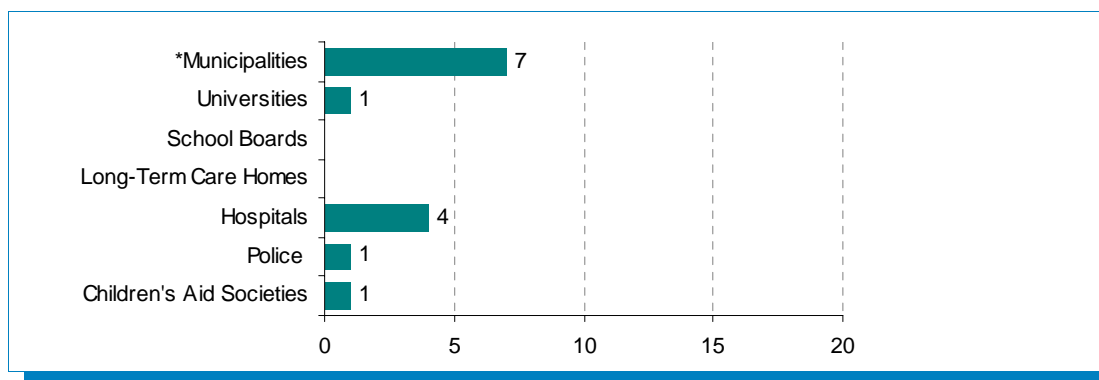
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Brampton West**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		6
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		11
MINISTRY OF LABOUR		5
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>45</b>

#### Selected MUSH Sector Cases Received from Brampton West

**Total: 14**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

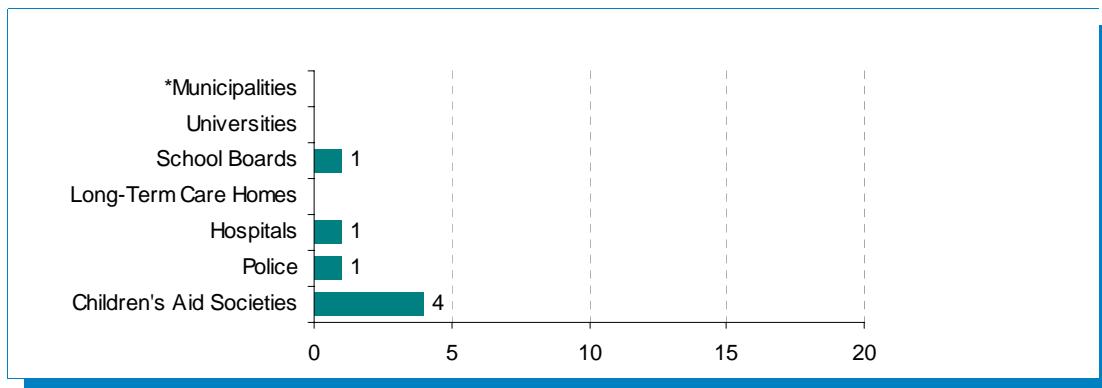
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Brant

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF CONSUMER SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		10
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>43</b>

#### Selected MUSH Sector Cases Received from Brant

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

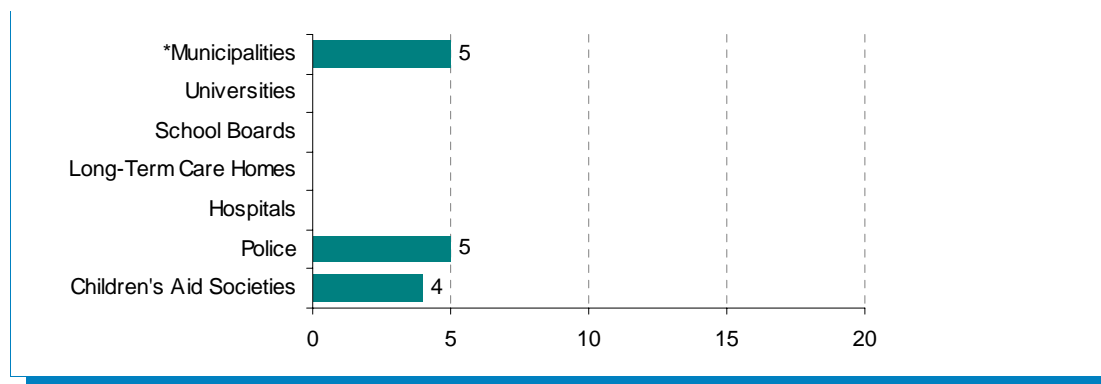
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Bruce-Grey-Owen Sound

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		2
MINISTRY OF CHILDREN AND YOUTH SERVICES		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		7
MINISTRY OF ENERGY AND INFRASTRUCTURE		10
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		3
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>56</b>

#### Selected MUSH Sector Cases Received from Bruce-Grey-Owen Sound

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

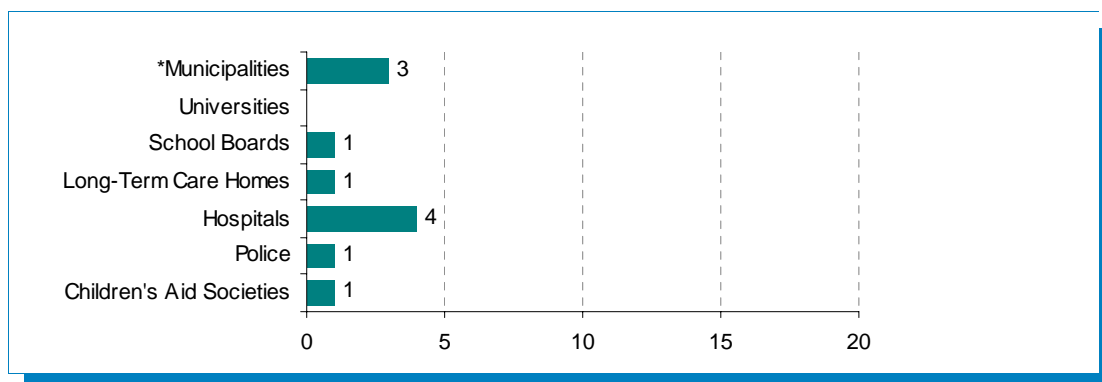
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Burlington

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		10
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		9
MINISTRY OF LABOUR		3
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>38</b>

#### Selected MUSH Sector Cases Received from Burlington

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

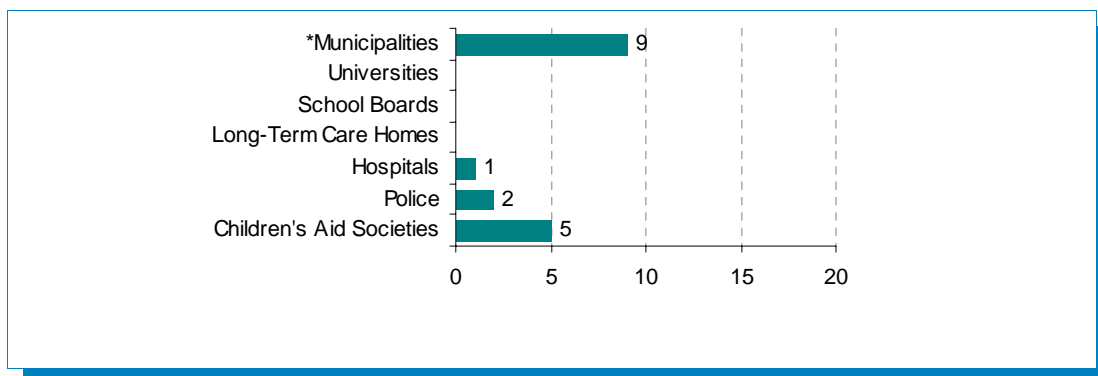
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Cambridge

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF CHILDREN AND YOUTH SERVICES		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF HEALTH PROMOTION		1
MINISTRY OF LABOUR		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
<b>Total Provincial Government Complaints:</b>		<b>30</b>

#### Selected MUSH Sector Cases Received from Cambridge

Total: 17



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

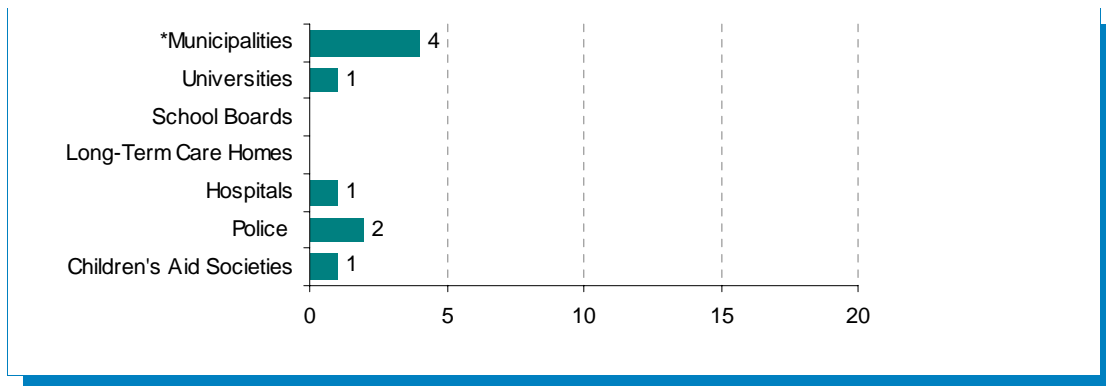
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Carleton-Mississippi Mills

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF ENERGY AND INFRASTRUCTURE		4
MINISTRY OF THE ENVIRONMENT		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>17</b>

#### Selected MUSH Sector Cases Received from Carleton-Mississippi Mills

Total: 9



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

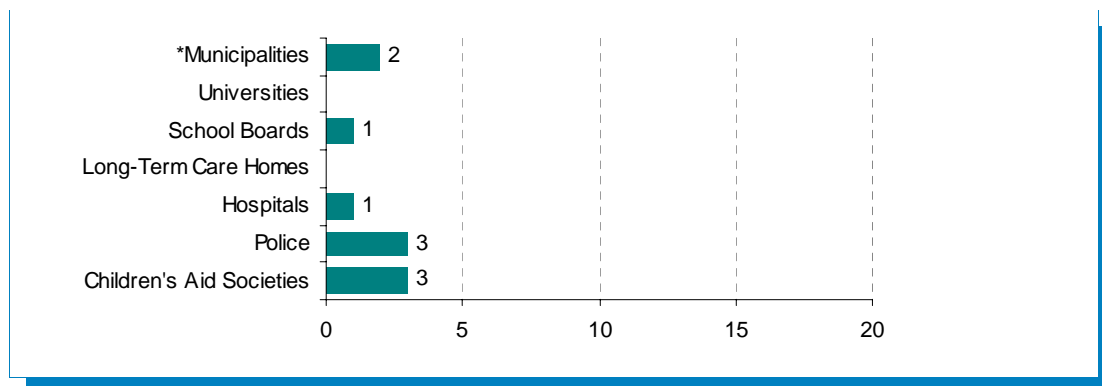
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Chatham-Kent-Essex

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		4
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
<b>Total Provincial Government Complaints:</b>		<b>25</b>

#### Selected MUSH Sector Cases Received from Chatham-Kent-Essex

Total: 10



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

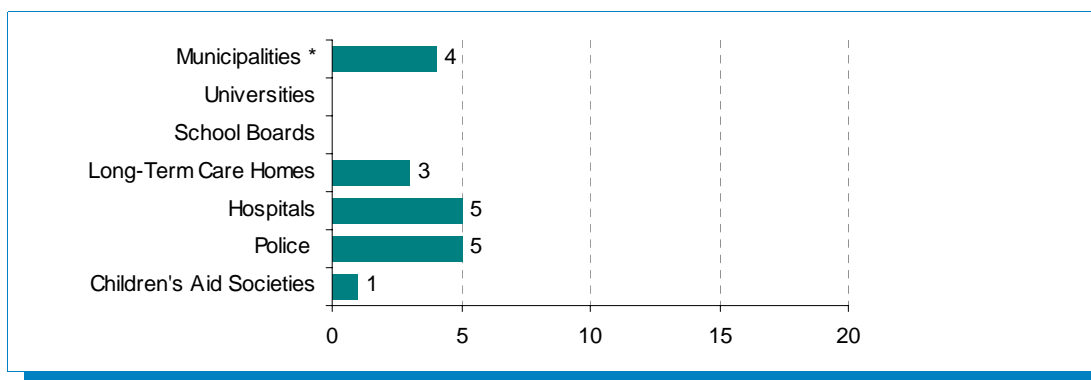
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Davenport**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF THE ENVIRONMENT		1
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		1
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>35</b>

#### Selected MUSH Sector Cases Received from Davenport

**Total: 18**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

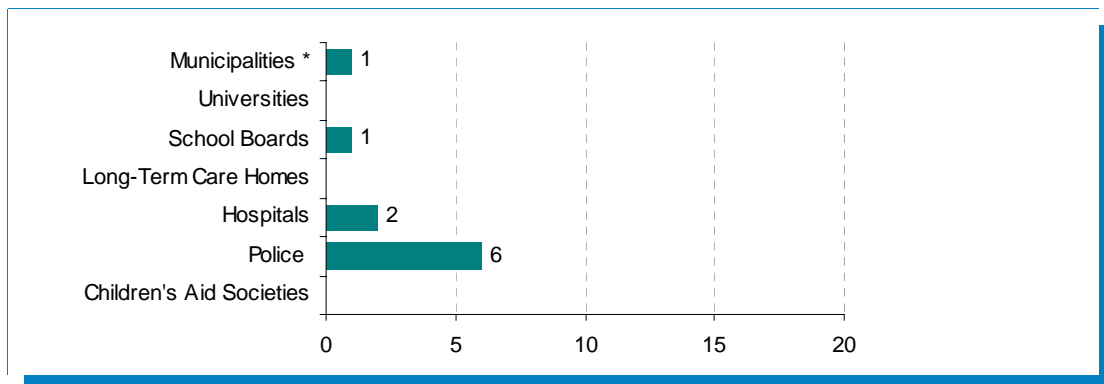
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Don Valley East

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF EDUCATION		2
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>29</b>

#### Selected MUSH Sector Cases Received from Don Valley East

Total: 10



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

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# Ombudsman Ontario

## Cases Received During 2010-2011

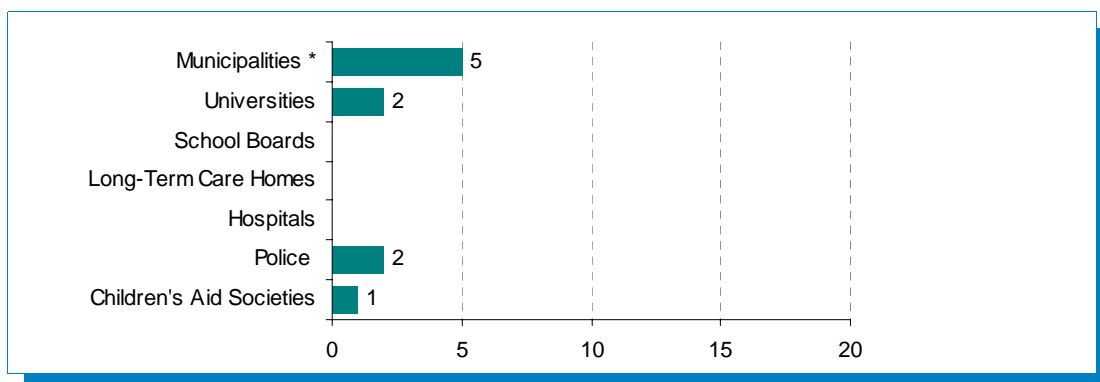
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Don Valley West

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		5
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>23</b>

#### Selected MUSH Sector Cases Received from Don Valley West

Total: 10



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

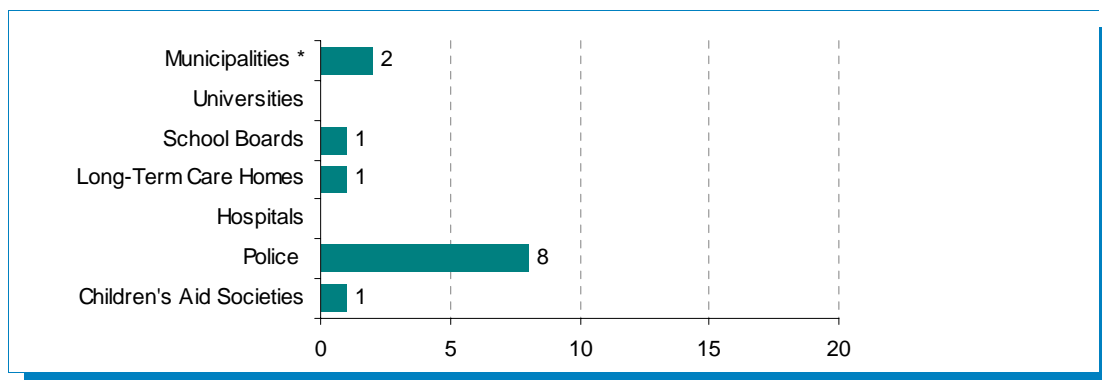
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Dufferin-Caledon

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		8
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>32</b>

#### Selected MUSH Sector Cases Received from Dufferin-Caledon

Total: 13



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

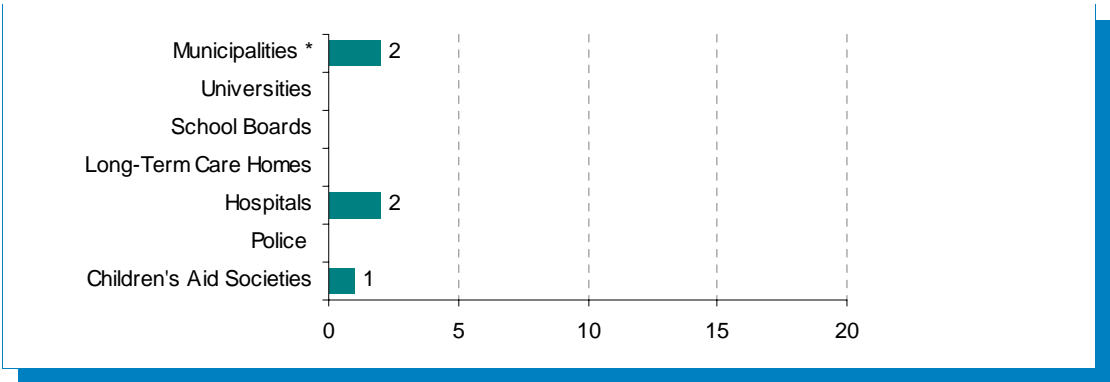
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Durham**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>26</b>

### Selected MUSH Sector Cases Received from Durham

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

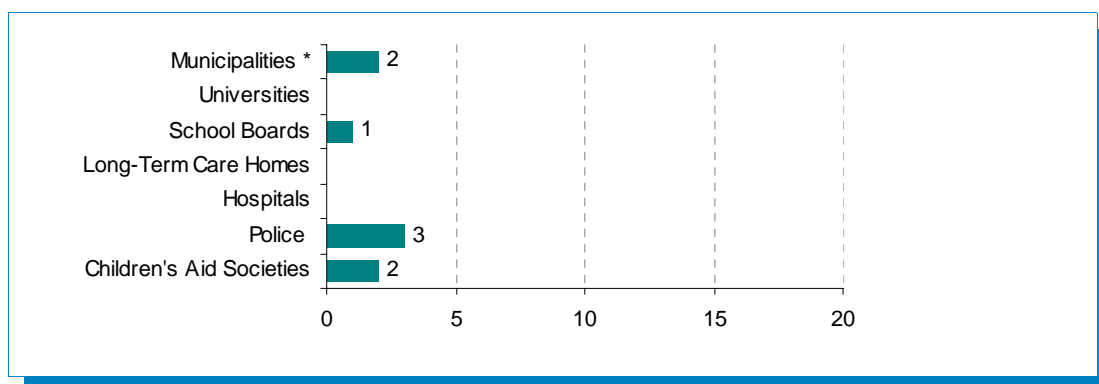
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Eglinton-Lawrence

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF CULTURE		1
MINISTRY OF EDUCATION		1
MINISTRY OF FINANCE		7
GOVERNMENT SERVICES		6
MINISTRY OF HEALTH AND LONG-TERM CARE		7
MINISTRY OF LABOUR		4
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>51</b>

#### Selected MUSH Sector Cases Received from Eglinton-Lawrence

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

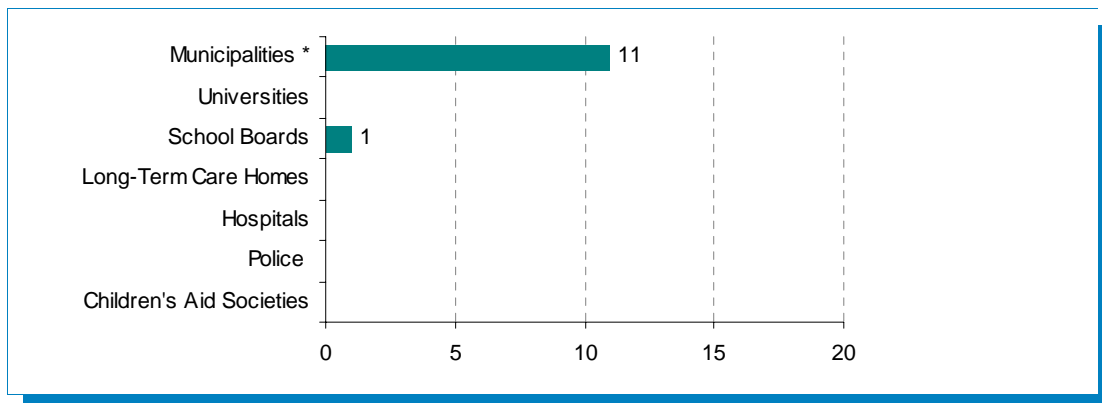
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: *Elgin-Middlesex-London*

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		17
Correctional Facilities	14	
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>41</b>

#### Selected MUSH Sector Cases Received from *Elgin-Middlesex-London*

**Total: 12**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

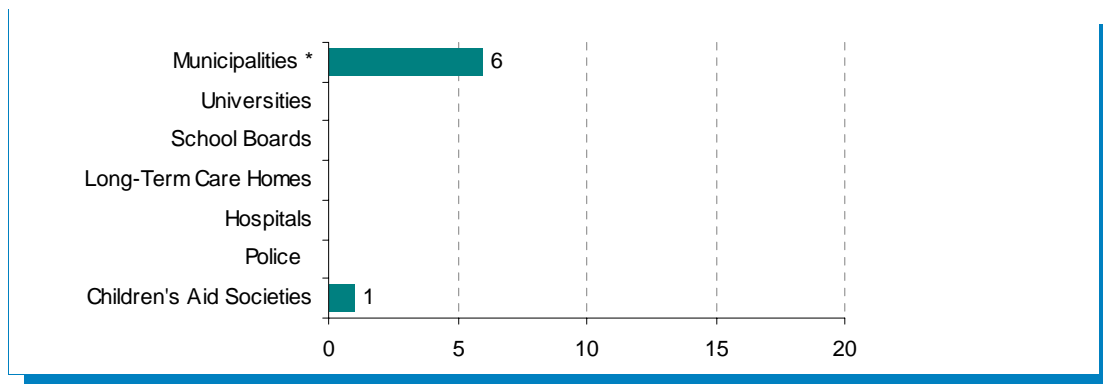
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Essex**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		13
Correctional Facilities	12	
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		8
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>37</b>

#### Selected MUSH Sector Cases Received from Essex

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

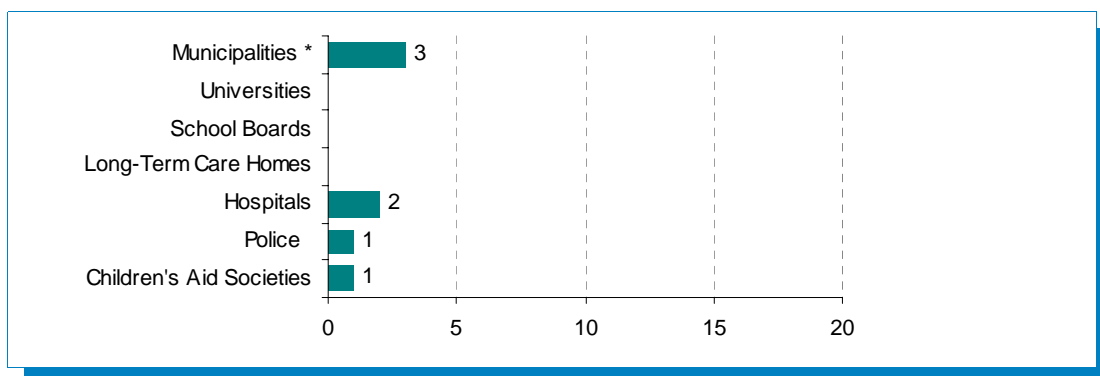
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Etobicoke Centre

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF FINANCE		4
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>32</b>

#### Selected MUSH Sector Cases Received from Etobicoke Centre

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

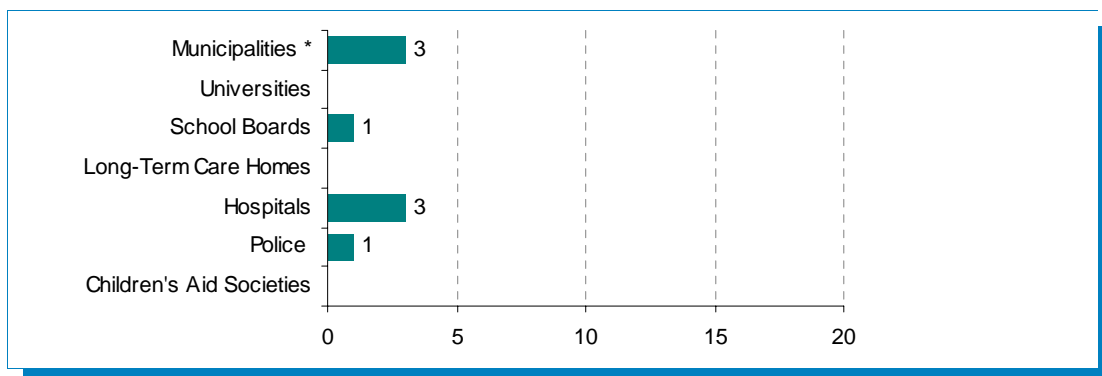
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Etobicoke-Lakeshore

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		8
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		5
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		7
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>52</b>

#### Selected MUSH Sector Cases Received from Etobicoke-Lakeshore

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

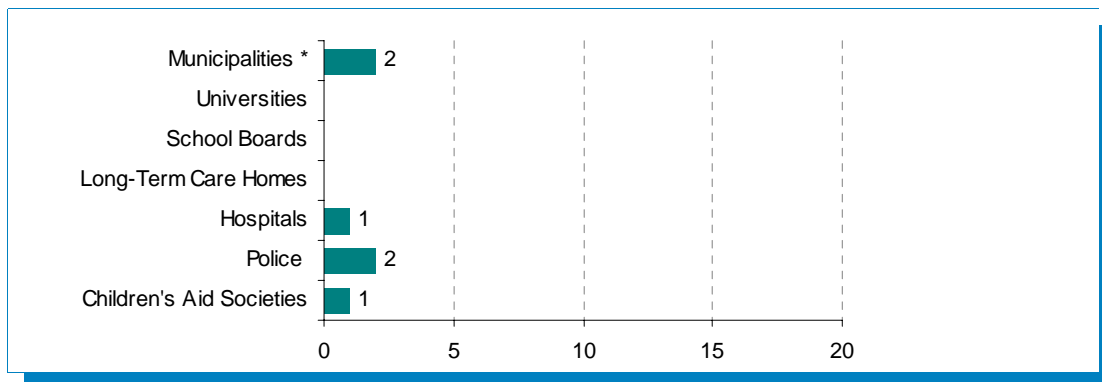
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Etobicoke North

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		41
Correctional Facilities	40	
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		3
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>66</b>

#### Selected MUSH Sector Cases Received from Etobicoke North

Total: 6



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

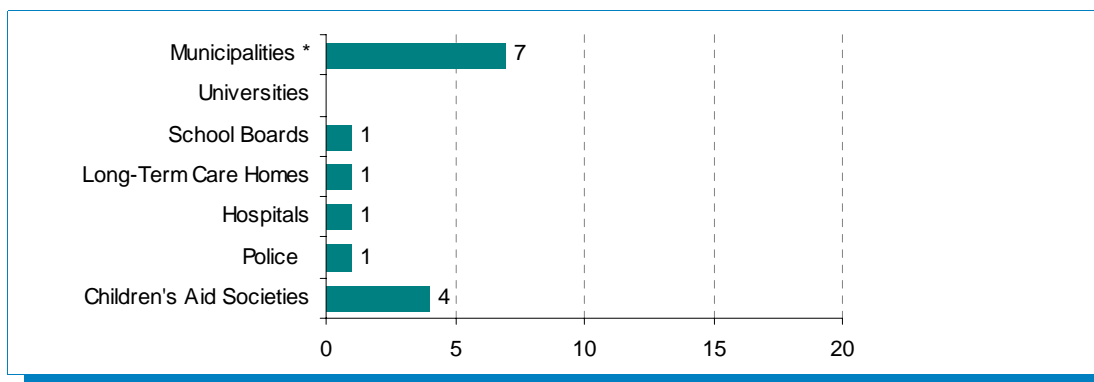
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Glengarry-Prescott-Russell**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		5
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		2
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF REVENUE		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>26</b>

#### Selected MUSH Sector Cases Received from Glengarry-Prescott-Russell

Total: 15



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

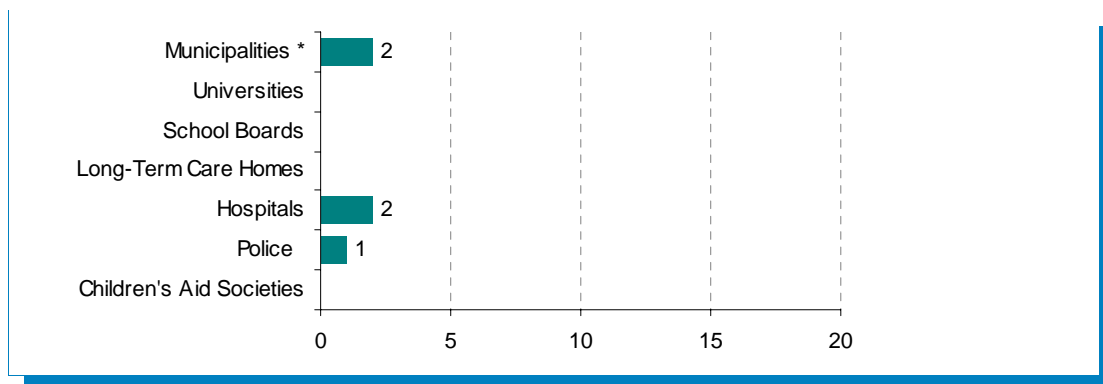
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Guelph

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		2
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		3
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		3
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		5
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>35</b>

#### Selected MUSH Sector Cases Received from Guelph

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

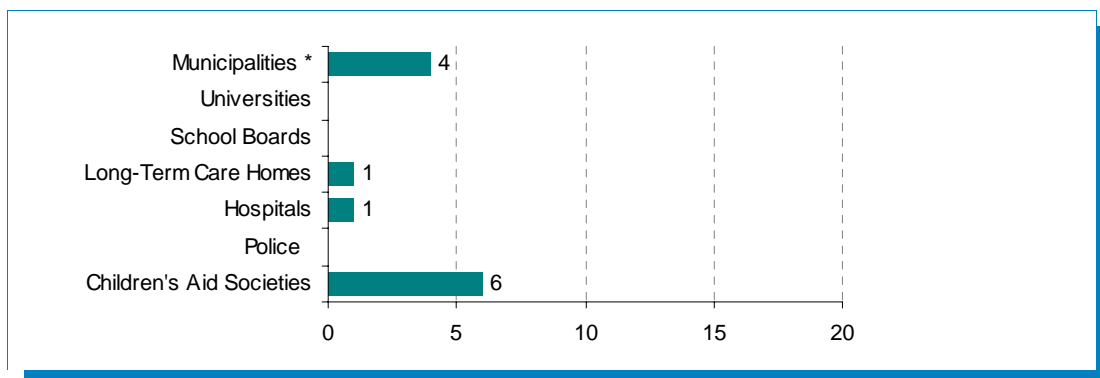
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Haldimand-Norfolk

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF THE ENVIRONMENT		2
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		4
MINISTRY OF NATURAL RESOURCES		2
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>32</b>

#### Selected MUSH Sector Cases Received from Haldimand-Norfolk

Total: 12



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

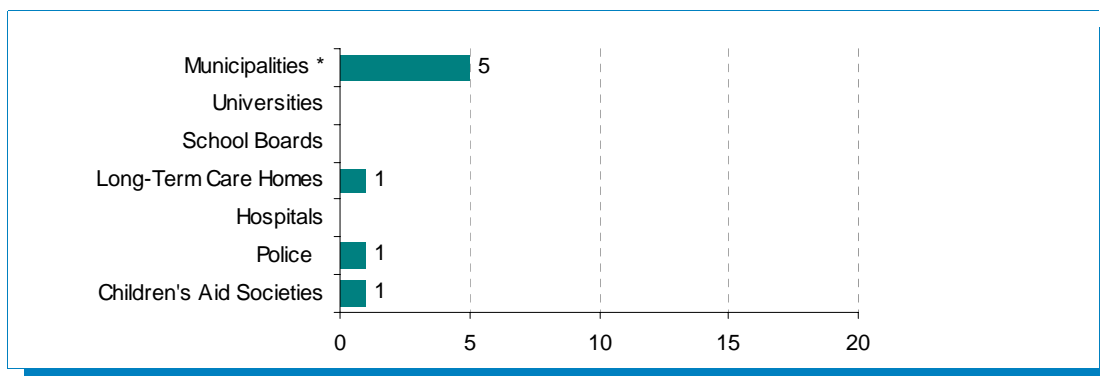
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Haliburton-Kawartha Lakes-Brock

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		61
Correctional Facilities	59	
MINISTRY OF ENERGY AND INFRASTRUCTURE		5
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		4
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>90</b>

#### Selected MUSH Sector Cases Received from Haliburton-Kawartha Lakes-Brock

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

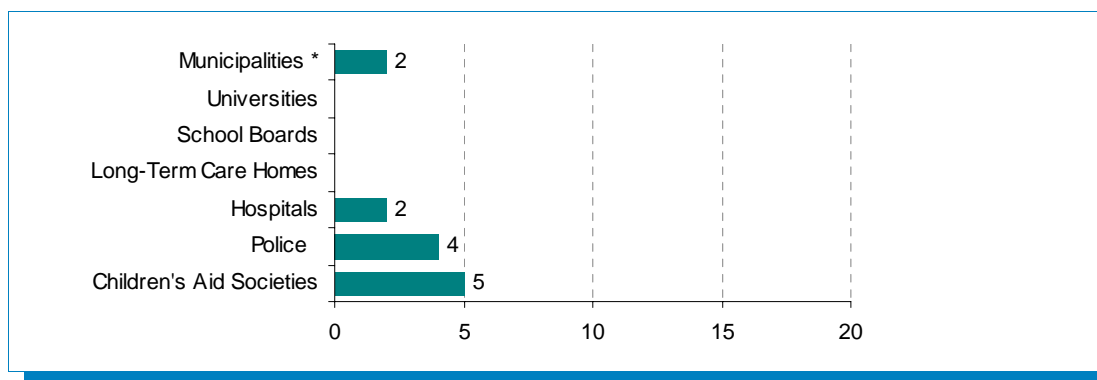
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Halton

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		46
Correctional Facilities	45	
MINISTRY OF CONSUMER SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		4
GOVERNMENT SERVICES		6
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		2
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>76</b>

#### Selected MUSH Sector Cases Received from Halton

Total: 13



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

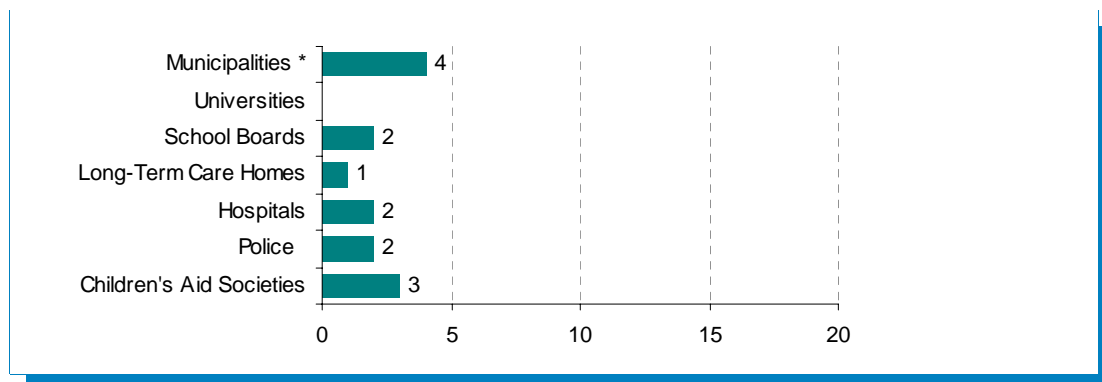
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Hamilton Centre

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		25
Correctional Facilities	24	
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF THE ENVIRONMENT		1
GOVERNMENT SERVICES		4
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		5
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		6
<b>Total Provincial Government Complaints:</b>		<b>70</b>

#### Selected MUSH Sector Cases Received from Hamilton Centre

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

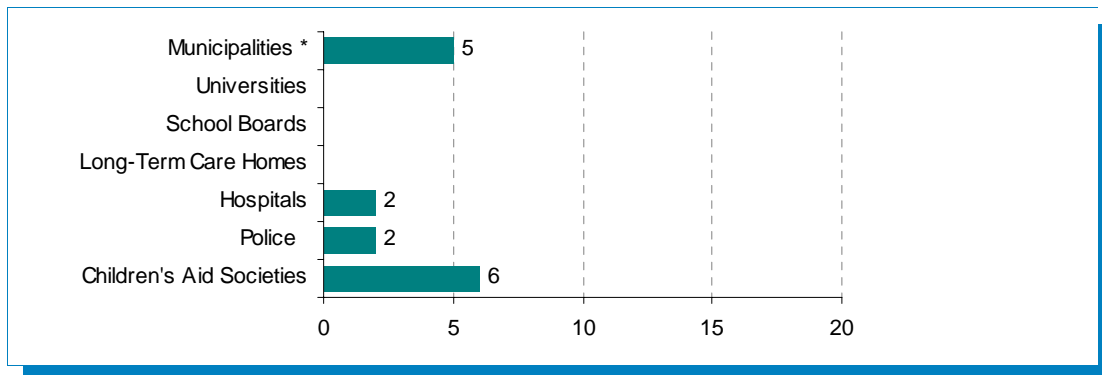
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Hamilton East-Stoney Creek

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		9
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		5
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>41</b>

#### Selected MUSH Sector Cases Received from Hamilton East-Stoney Creek

Total: 15



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

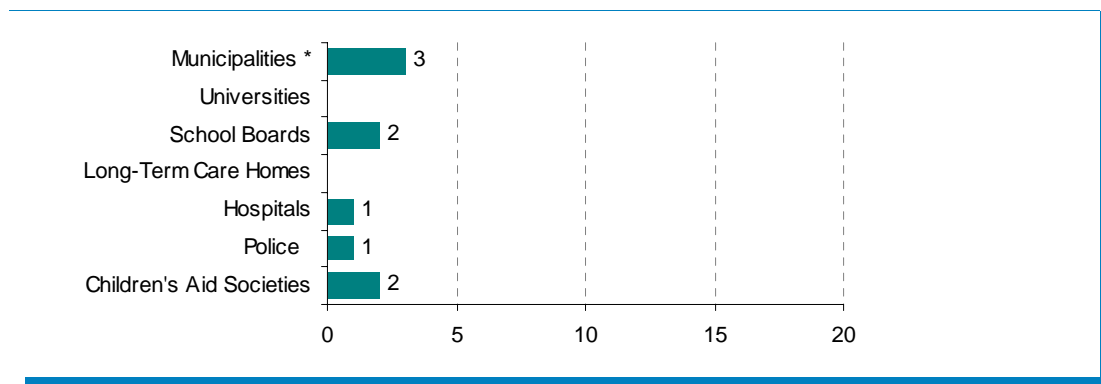
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Hamilton Mountain

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		2
MINISTRY OF LABOUR		6
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>38</b>

#### Selected MUSH Sector Cases Received from Hamilton Mountain

Total: 9



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

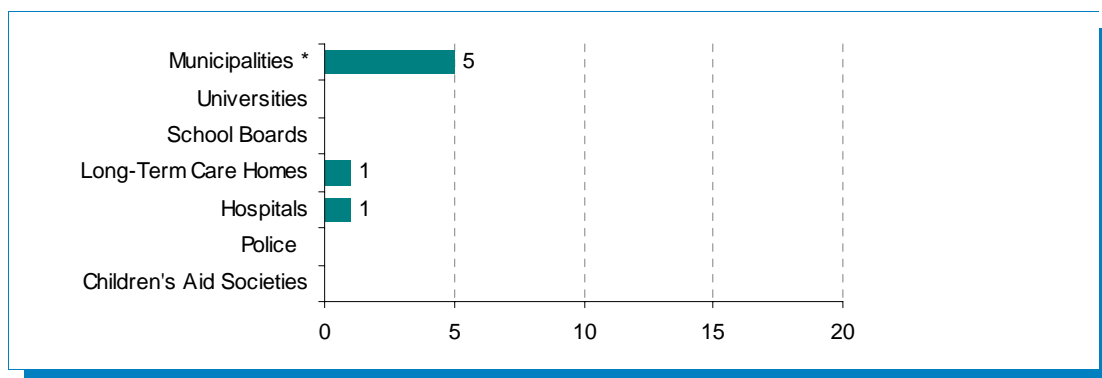
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Huron-Bruce

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF CHILDREN AND YOUTH SERVICES		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF THE ENVIRONMENT		2
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>21</b>

#### Selected MUSH Sector Cases Received from Huron-Bruce

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

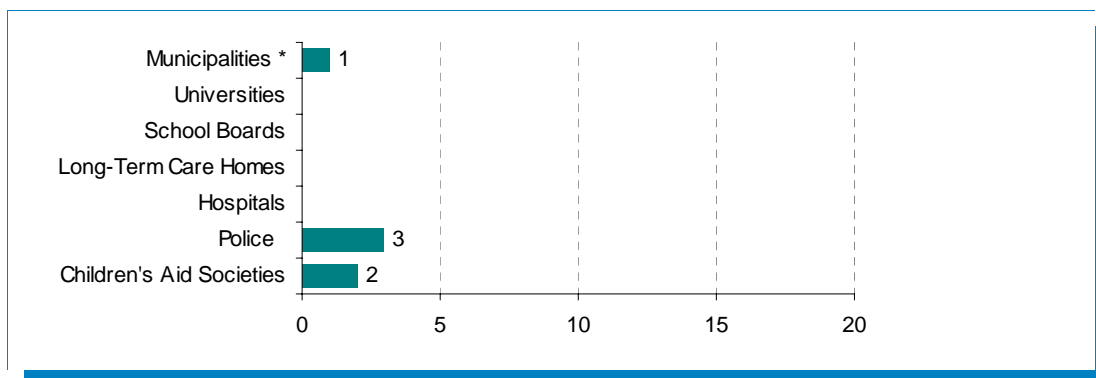
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Kenora-Rainy River

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		5
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		2
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		3
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>33</b>

#### Selected MUSH Sector Cases Received from Kenora-Rainy River

Total: 6



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

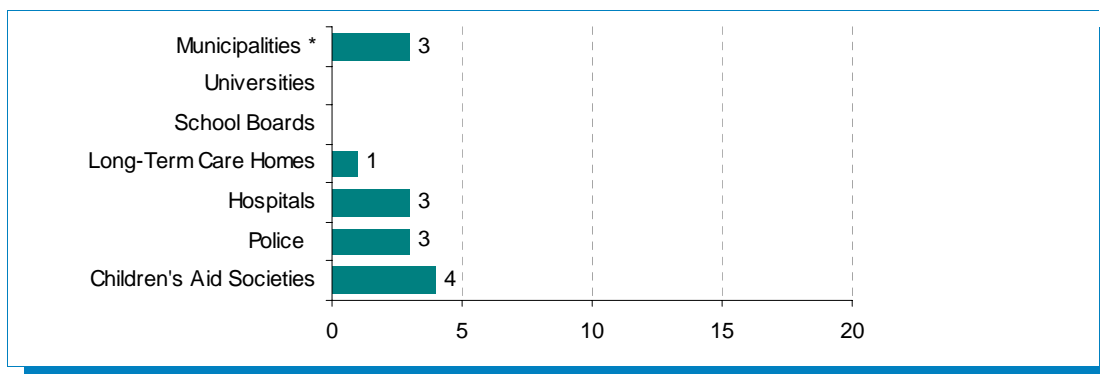
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Kingston and the Islands

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF ENERGY AND INFRASTRUCTURE		5
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		4
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		7
<b>Total Provincial Government Complaints:</b>		<b>36</b>

#### Selected MUSH Sector Cases Received from Kingston and the Islands

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

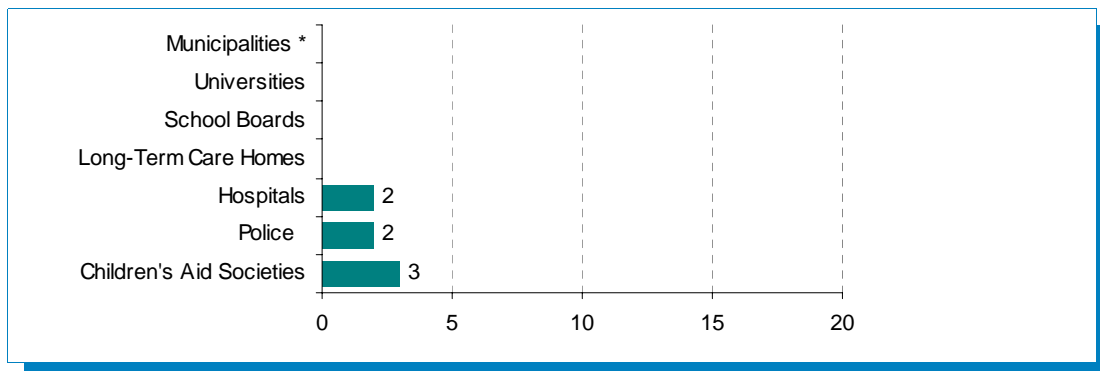
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Kitchener Centre**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF CHILDREN AND YOUTH SERVICES		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		11
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF EDUCATION		1
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		9
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>35</b>

#### Selected MUSH Sector Cases Received from **Kitchener Centre**

**Total: 7**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

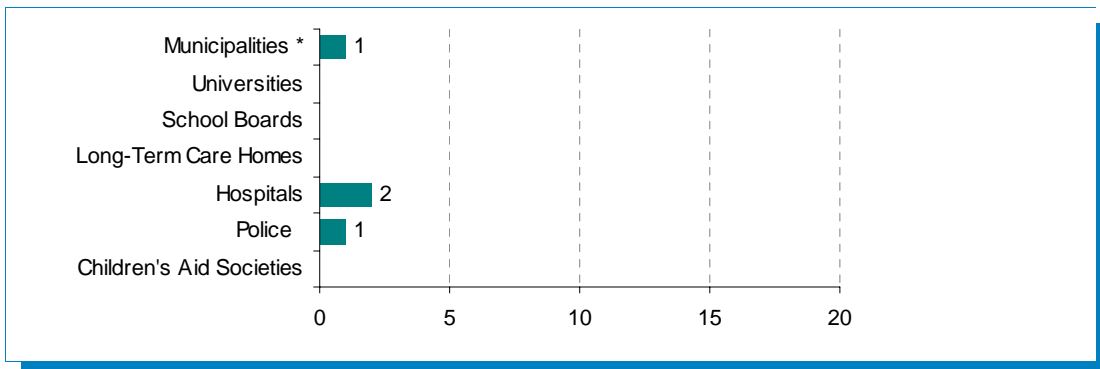
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Kitchener-Conestoga**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF LABOUR		1
MINISTRY OF REVENUE		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>15</b>

#### Selected MUSH Sector Cases Received from Kitchener-Conestoga

**Total: 4**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

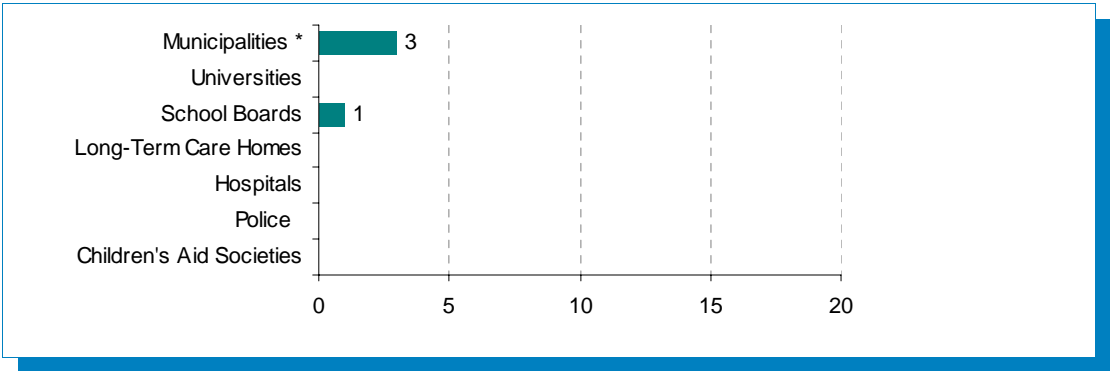
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Kitchener-Waterloo**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF THE ENVIRONMENT		2
MINISTRY OF FINANCE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF HEALTH PROMOTION		1
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		4
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>33</b>

### Selected MUSH Sector Cases Received from Kitchener-Waterloo

Total: 4



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

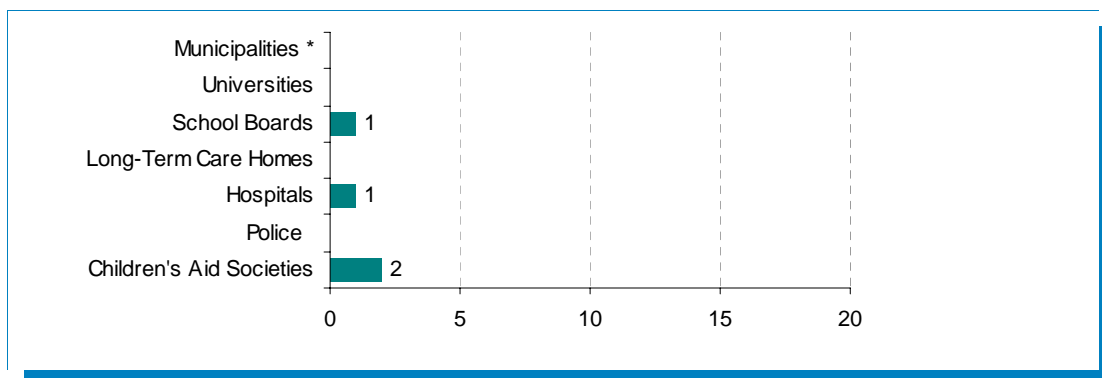
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Lambton-Kent-Middlesex

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		2
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		5
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		3
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>20</b>

#### Selected MUSH Sector Cases Received from Lambton-Kent-Middlesex

**Total: 4**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

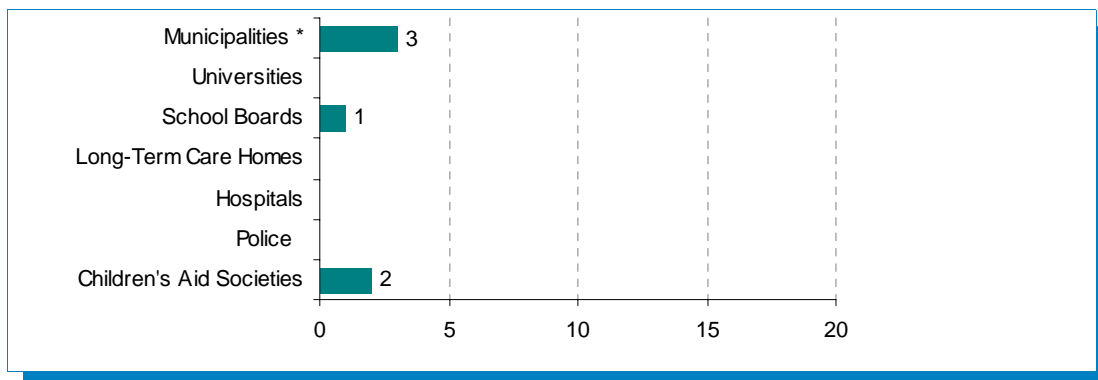
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Lanark-Frontenac-Lennox and Addington

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		11
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		20
Correctional Facilities	17	
MINISTRY OF ENERGY AND INFRASTRUCTURE		7
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		6
MINISTRY OF NATURAL RESOURCES		1
<b>Total Provincial Government Complaints:</b>		<b>54</b>

#### Selected MUSH Sector Cases Received from Lanark-Frontenac-Lennox and Addington

Total: 6



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

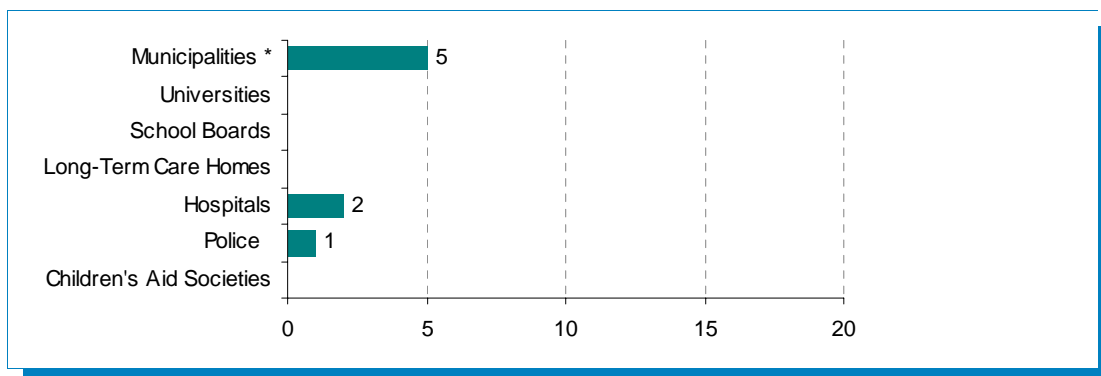
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Leeds-Grenville

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		14
Correctional Facilities	13	
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		3
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>42</b>

#### Selected MUSH Sector Cases Received from Leeds-Grenville

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

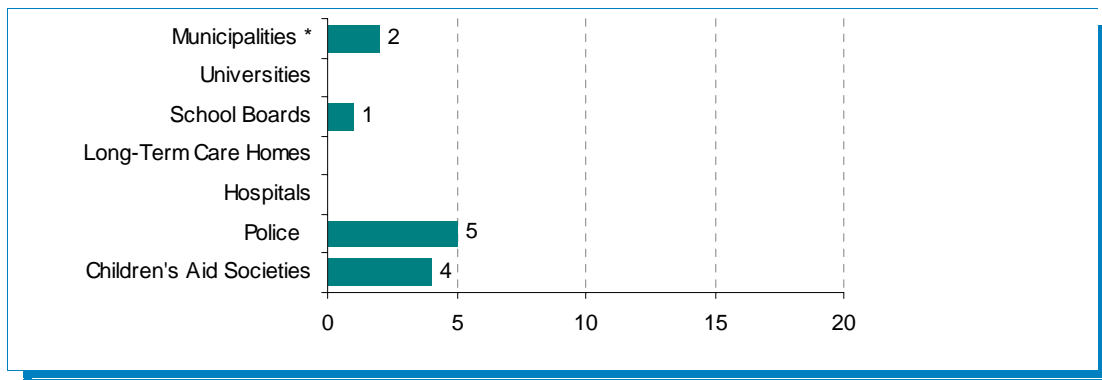
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: London-Fanshawe

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		23
FAMILY RESPONSIBILITY OFFICE	13	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		4
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>40</b>

#### Selected MUSH Sector Cases Received from London-Fanshawe

Total: 12



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

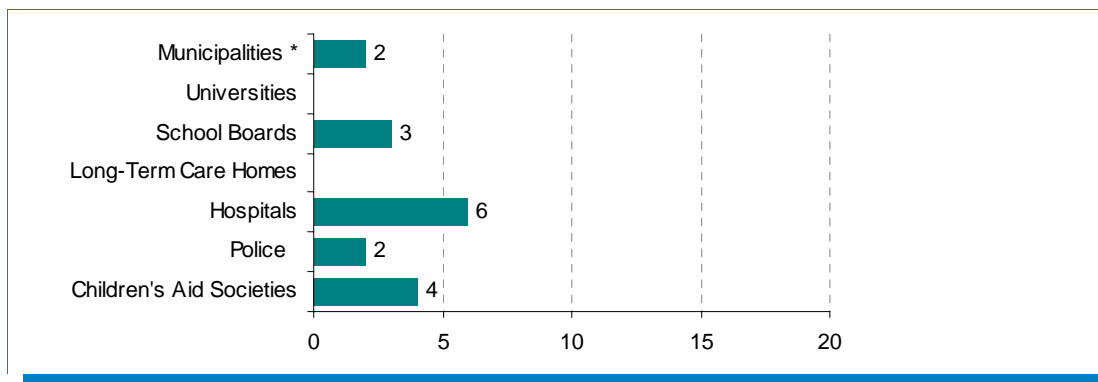
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: London North Centre

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		9
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF CULTURE		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		7
MINISTRY OF LABOUR		8
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		5
<b>Total Provincial Government Complaints:</b>		<b>50</b>

#### Selected MUSH Sector Cases Received from London North Centre

Total: 17



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

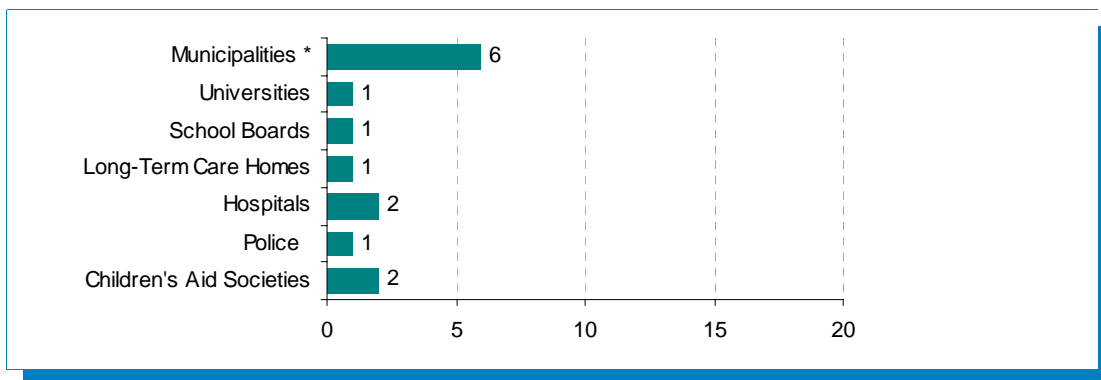
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: London West

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		7
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF EDUCATION		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		7
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>41</b>

#### Selected MUSH Sector Cases Received from London West

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

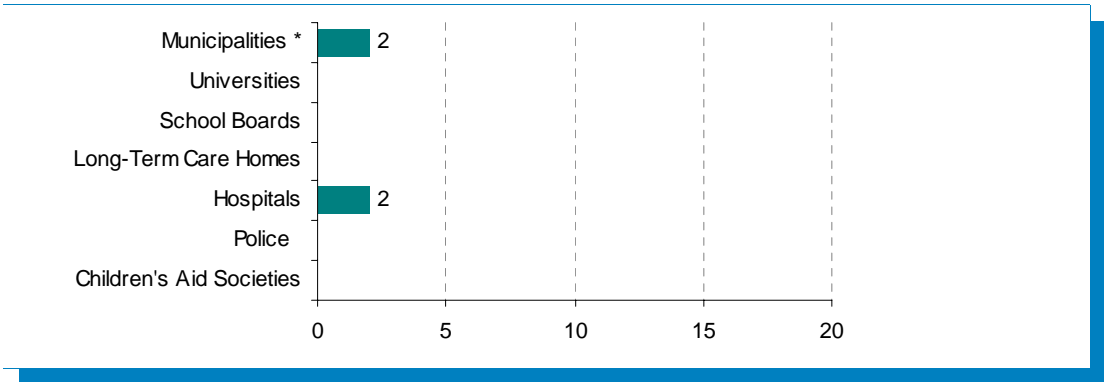
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Markham-Unionville**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>9</b>

### Selected MUSH Sector Cases Received from Markham-Unionville

Total: 4



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

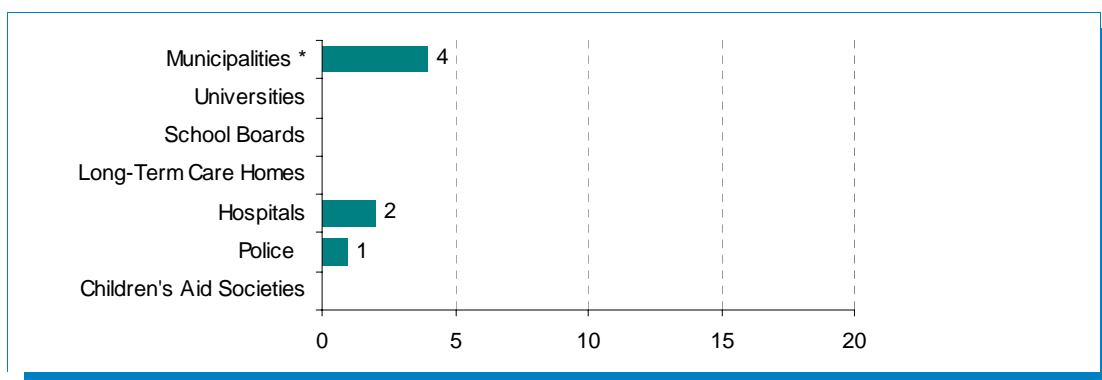
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Mississauga-Brampton South

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		7
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>22</b>

#### Selected MUSH Sector Cases Received from Mississauga-Brampton South

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

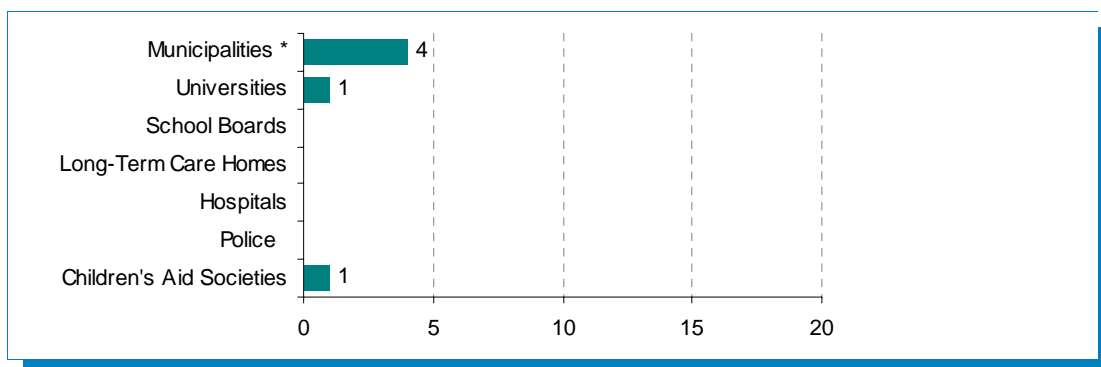
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Mississauga East-Cooksville

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>26</b>

#### Selected MUSH Sector Cases Received from Mississauga East-Cooksville

Total: 6



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

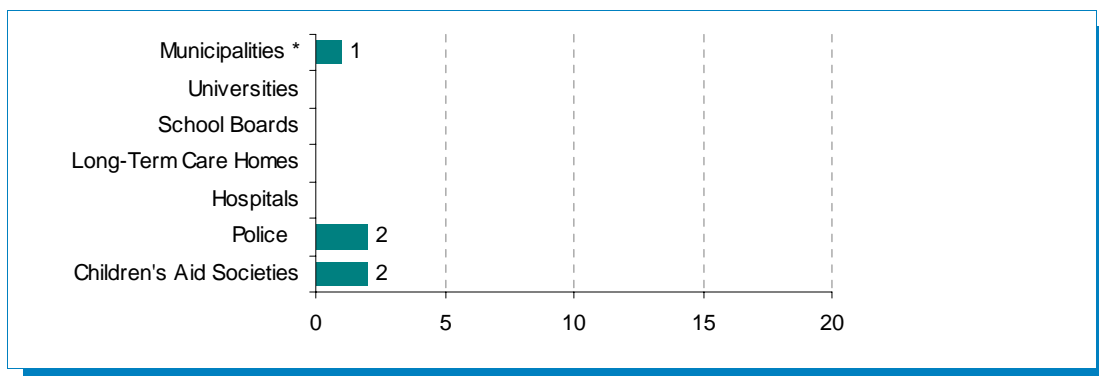
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Mississauga-Erindale

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF FINANCE		4
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>27</b>

#### Selected MUSH Sector Cases Received from Mississauga-Erindale

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

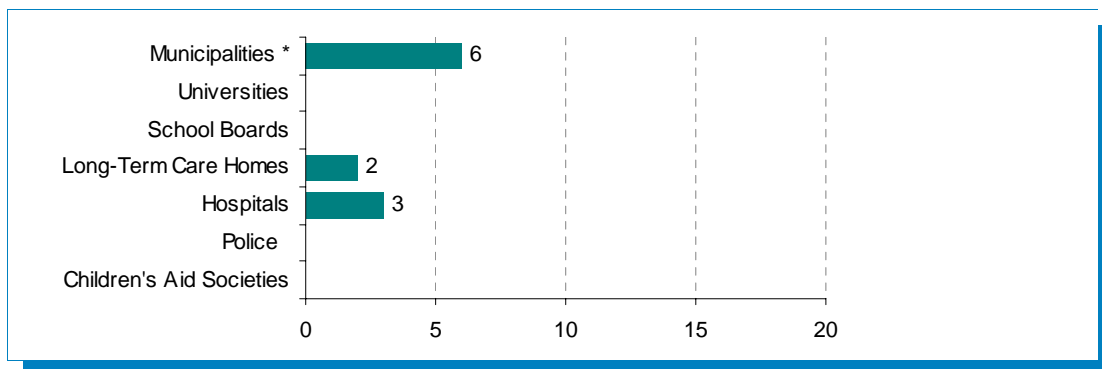
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Mississauga South

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF CONSUMER SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		4
MINISTRY OF FINANCE		6
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>41</b>

#### Selected MUSH Sector Cases Received from Mississauga South

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

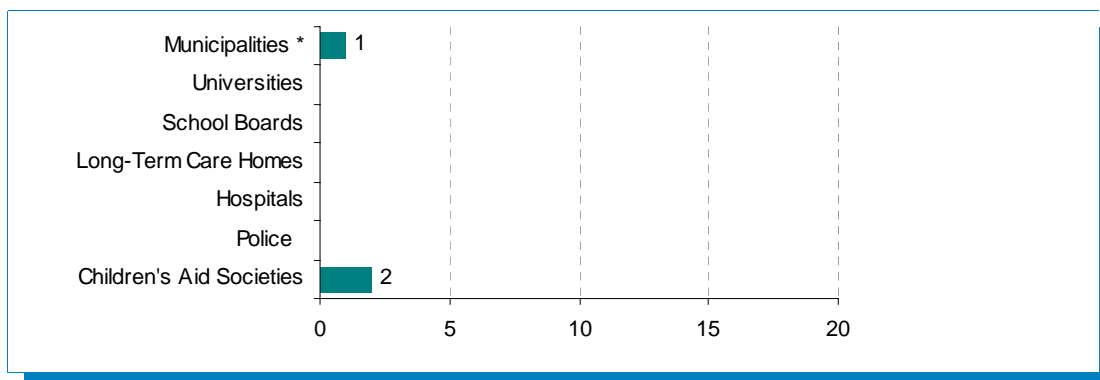
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Mississauga-Streetsville

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		6
MINISTRY OF FINANCE		6
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		2
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>29</b>

#### Selected MUSH Sector Cases Received from Mississauga-Streetsville

Total: 3



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

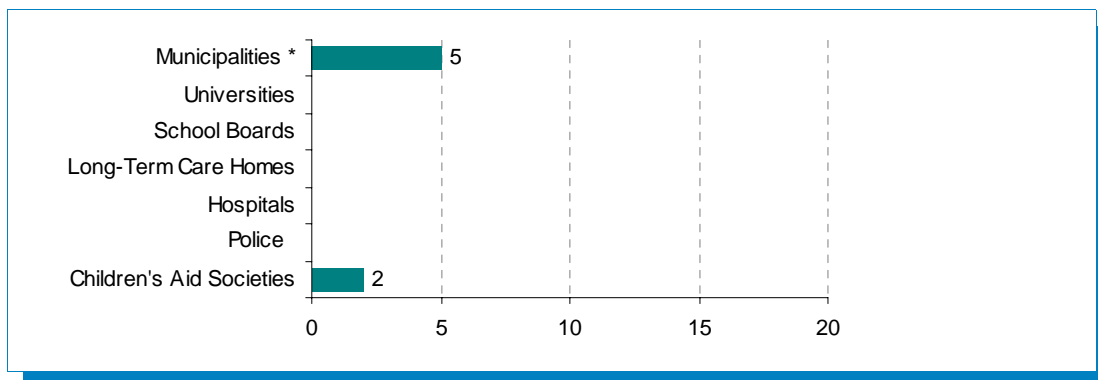
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Nepean-Carleton

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF CONSUMER SERVICES		3
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>22</b>

#### Selected MUSH Sector Cases Received from Nepean-Carleton

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

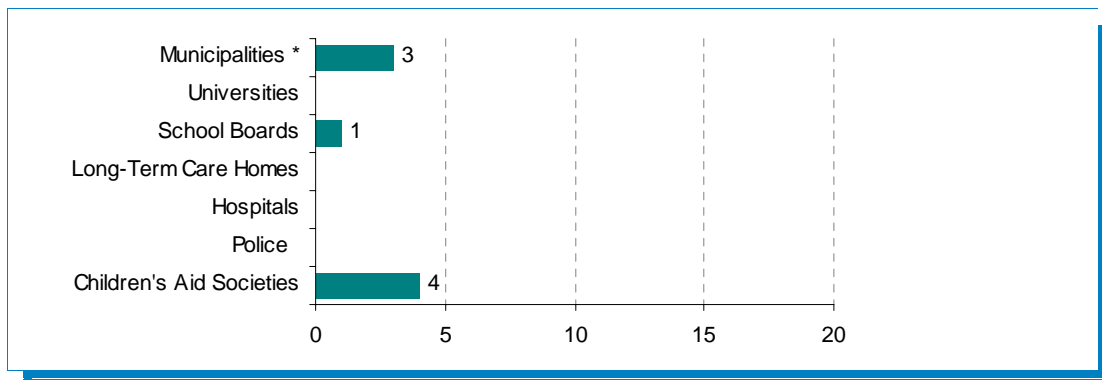
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Newmarket-Aurora**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		5
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
<b>Total Provincial Government Complaints:</b>		<b>35</b>

#### Selected MUSH Sector Cases Received from **Newmarket-Aurora**

**Total: 8**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

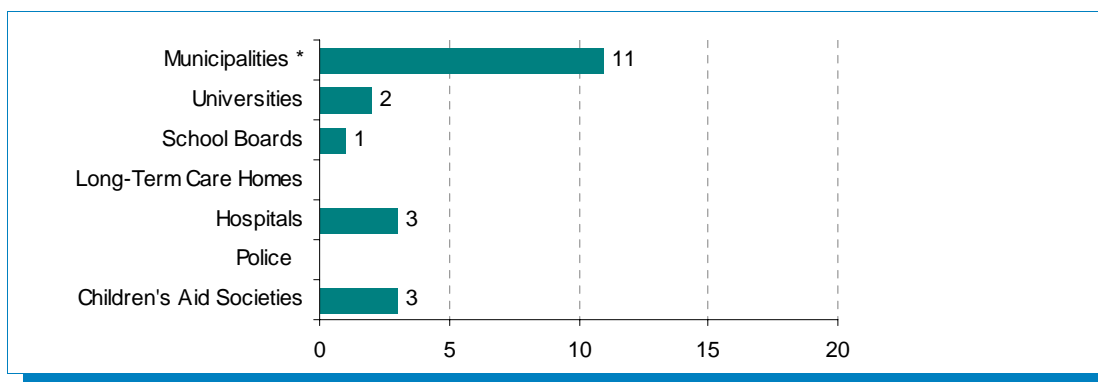
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Niagara Falls

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		8
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		11
FAMILY RESPONSIBILITY OFFICE	10	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		8
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF THE ENVIRONMENT		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		5
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TOURISM		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>51</b>

#### Selected MUSH Sector Cases Received from Niagara Falls

Total: 20



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

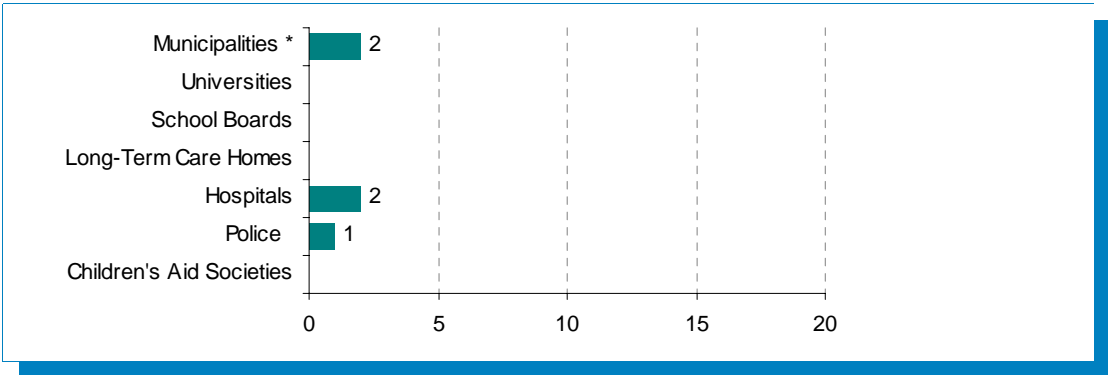
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Niagara West-Glanbrook**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		2
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF REVENUE		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>13</b>

### Selected MUSH Sector Cases Received from Niagara West-Glanbrook

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

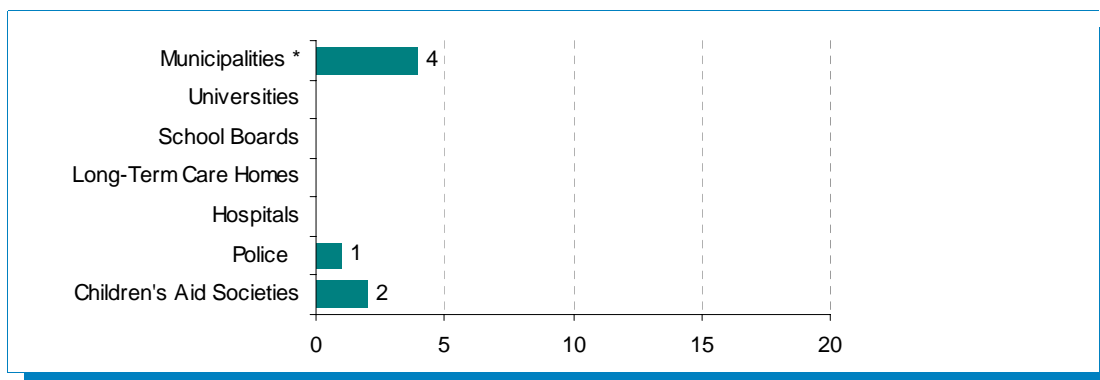
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Nickel Belt**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF FINANCE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		2
MINISTRY OF LABOUR		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>21</b>

#### Selected MUSH Sector Cases Received from **Nickel Belt**

**Total: 7**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

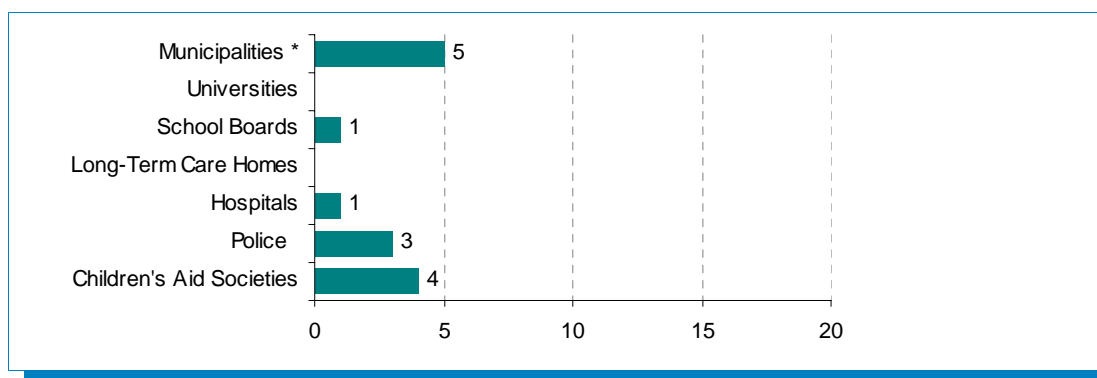
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Nipissing

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		10
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		12
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF NATURAL RESOURCES		2
MINISTRY OF REVENUE		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>52</b>

#### Selected MUSH Sector Cases Received from Nipissing

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

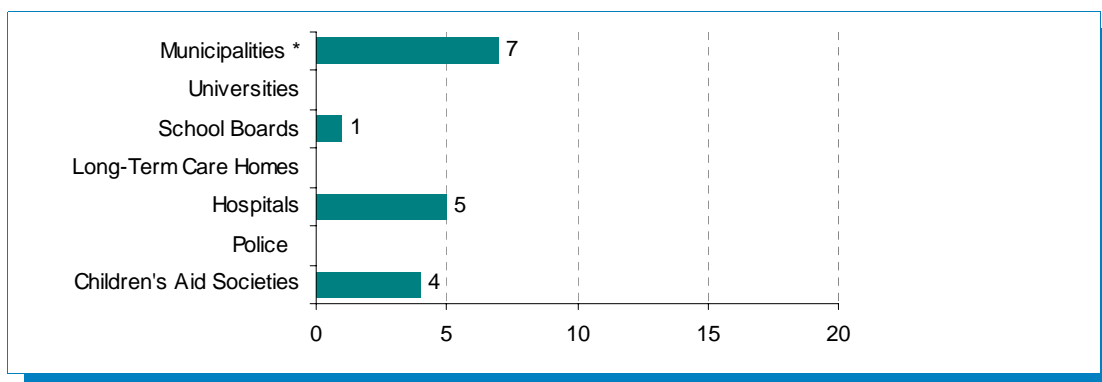
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Northumberland-Quinte West

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		11
GOVERNMENT SERVICES		2
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>35</b>

#### Selected MUSH Sector Cases Received from Northumberland-Quinte West

Total: 17



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

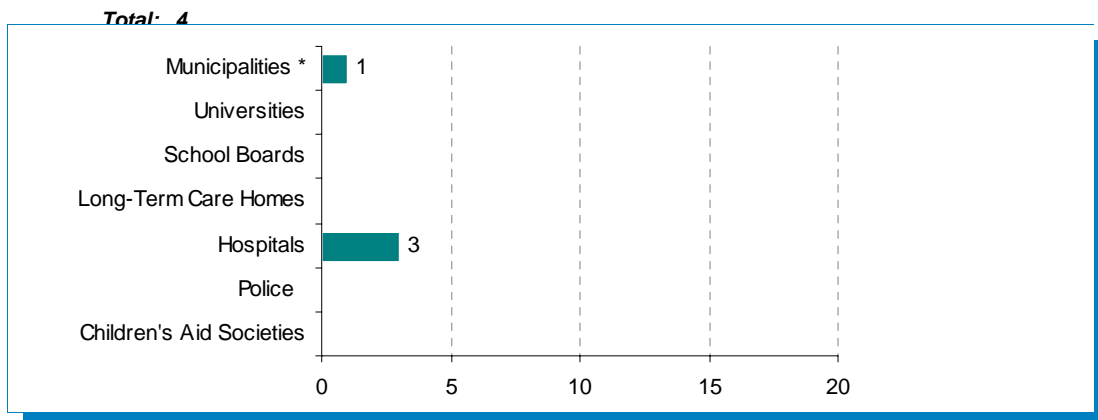
## Cases Received During 2010-2011

### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Oak Ridges-Markham

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		4
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		4
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		5
<b>Total Provincial Government Complaints:</b>		<b>29</b>

#### Selected MUSH Sector Cases Received from Oak Ridges-Markham



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

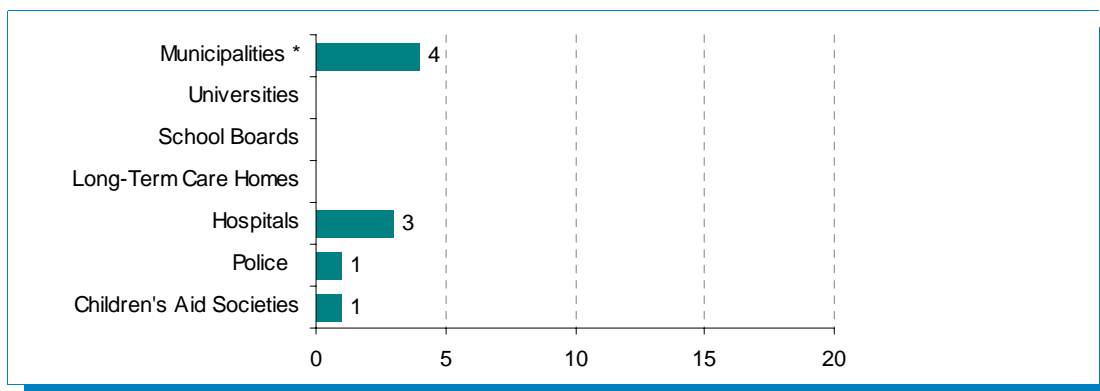
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Oakville

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		9
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		10
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		5
MINISTRY OF FINANCE		8
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>46</b>

#### Selected MUSH Sector Cases Received from Oakville

Total: 9



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

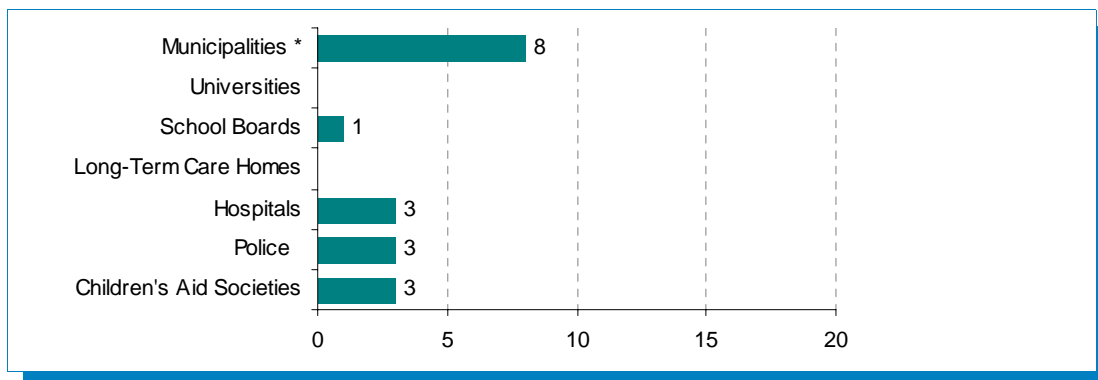
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Oshawa

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		19
FAMILY RESPONSIBILITY OFFICE	13	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF THE ENVIRONMENT		1
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		10
MINISTRY OF LABOUR		8
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		5
<b>Total Provincial Government Complaints:</b>		<b>57</b>

#### Selected MUSH Sector Cases Received from Oshawa

Total: 18



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

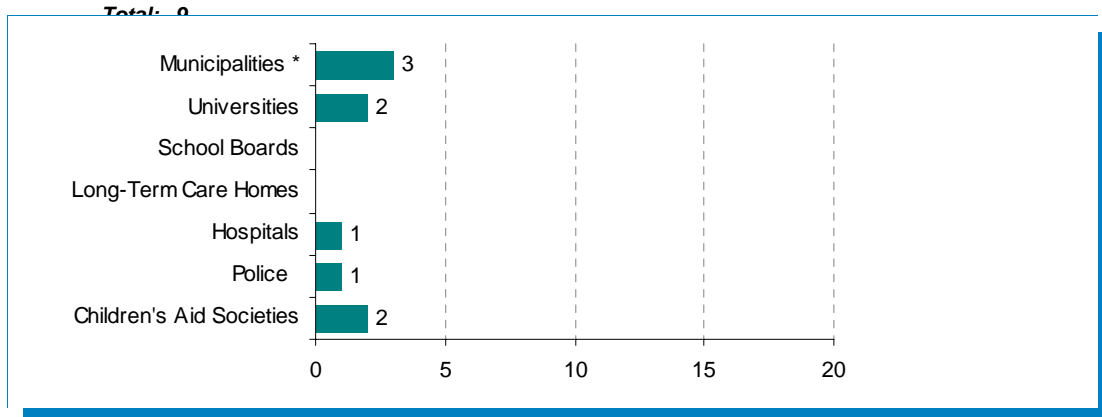
## Cases Received During 2010-2011

### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Ottawa Centre

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		7
MINISTRY OF CHILDREN AND YOUTH SERVICES		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		13
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>39</b>

#### Selected MUSH Sector Cases Received from Ottawa Centre



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

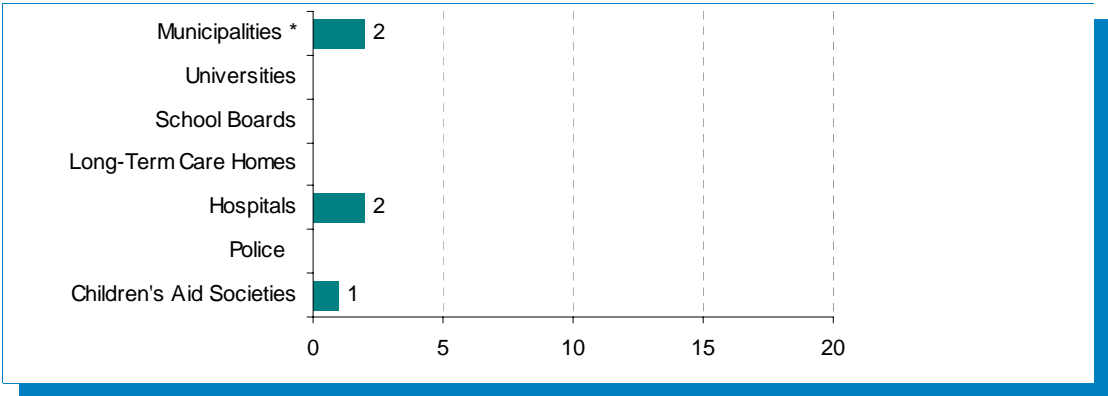
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

### Received from the Riding of: Ottawa-Orleans

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		2
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		33
Correctional Facilities	33	
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>50</b>

### Selected MUSH Sector Cases Received from Ottawa-Orleans

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

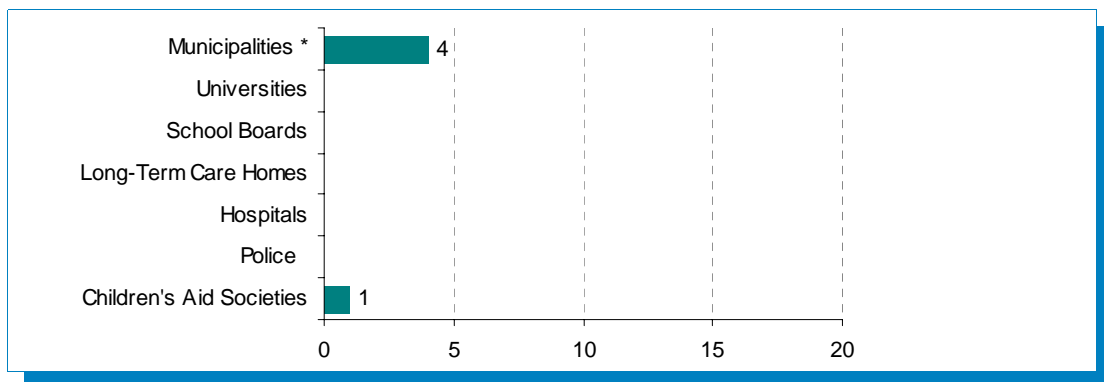
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Ottawa South

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		8
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		5
<b>Total Provincial Government Complaints:</b>		<b>38</b>

#### Selected MUSH Sector Cases Received from Ottawa South

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

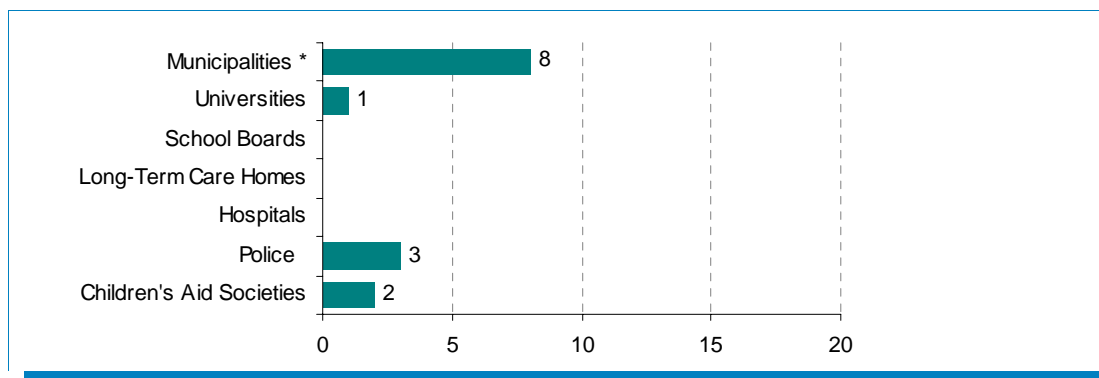
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Ottawa-Vanier

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>29</b>

#### Selected MUSH Sector Cases Received from Ottawa-Vanier

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

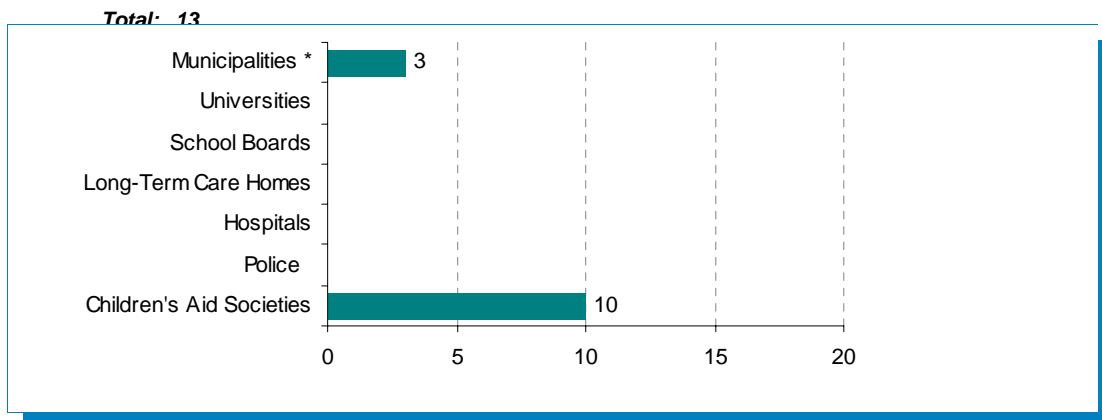
## Cases Received During 2010-2011

### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Ottawa West-Nepean

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		7
MINISTRY OF CHILDREN AND YOUTH SERVICES		6
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		15
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		4
MINISTRY OF HEALTH AND LONG-TERM CARE		7
MINISTRY OF LABOUR		3
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>55</b>

#### Selected MUSH Sector Cases Received from Ottawa West-Nepean



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

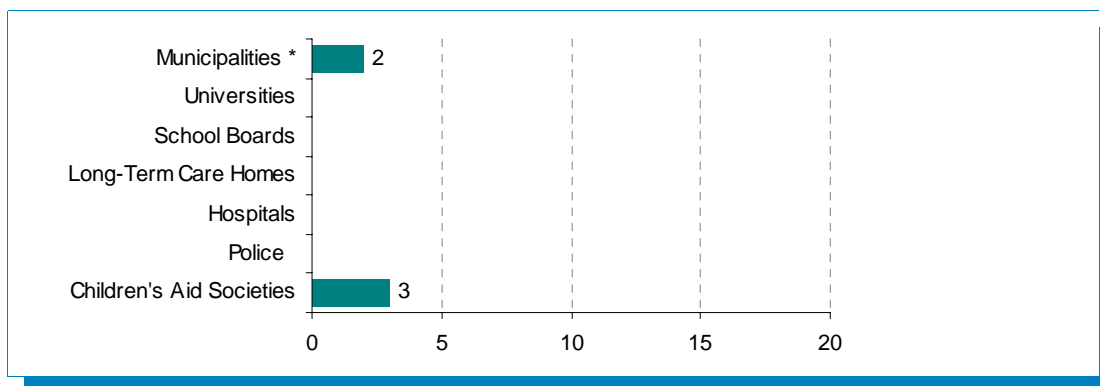
### for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Oxford**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		4
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>15</b>

### Selected MUSH Sector Cases Received from Oxford

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

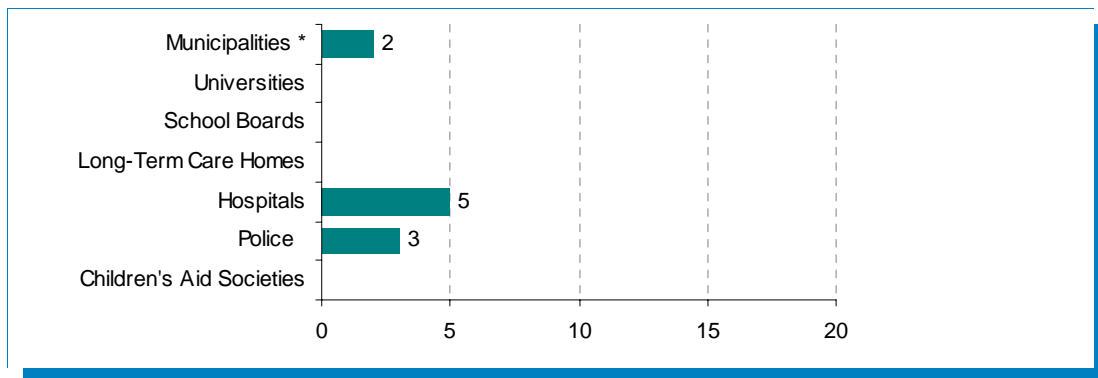
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Parkdale-High Park

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		7
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		18
ONTARIO DISABILITY SUPPORT PROGRAM	12	
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		5
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		7
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>49</b>

#### Selected MUSH Sector Cases Received from Parkdale-High Park

Total: 10



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

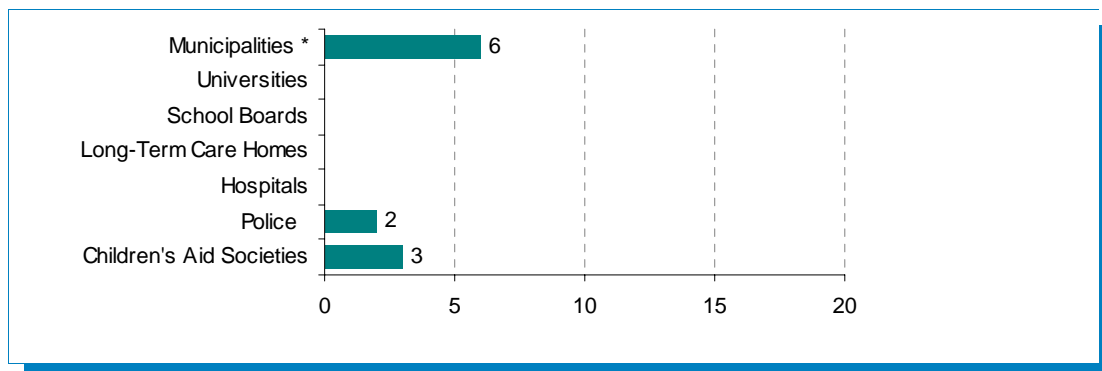
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Parry Sound-Muskoka

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		14
FAMILY RESPONSIBILITY OFFICE	12	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		7
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		4
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		7
<b>Total Provincial Government Complaints:</b>		<b>50</b>

#### Selected MUSH Sector Cases Received from Parry Sound-Muskoka

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

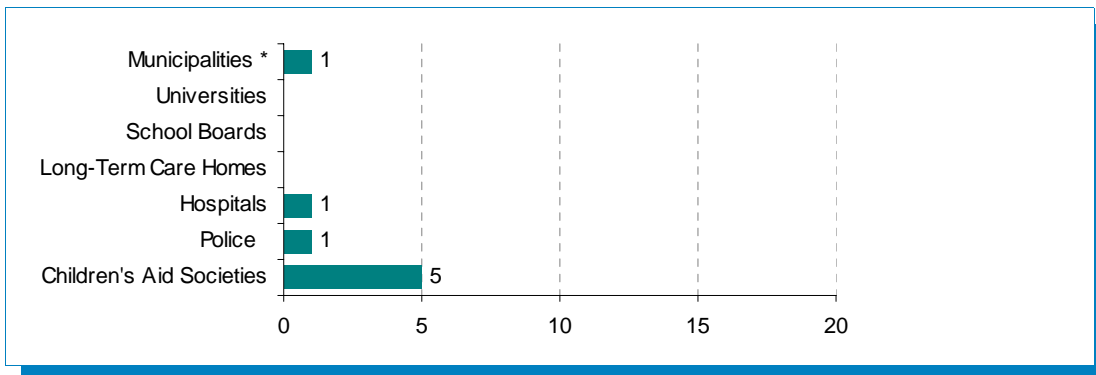
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Perth-Wellington

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF CHILDREN AND YOUTH SERVICES		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		7
MINISTRY OF NATURAL RESOURCES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>28</b>

#### Selected MUSH Sector Cases Received from Perth-Wellington

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

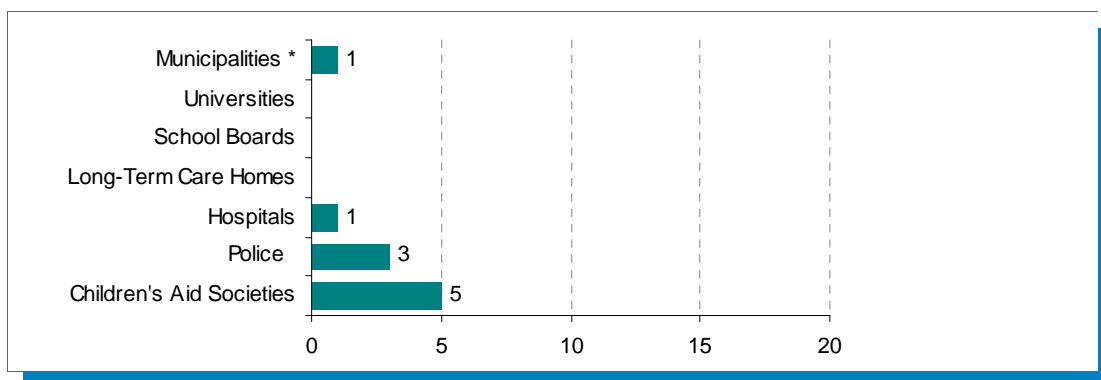
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Peterborough

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		11
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF EDUCATION		1
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		1
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>30</b>

#### Selected MUSH Sector Cases Received from Peterborough

Total: 10



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

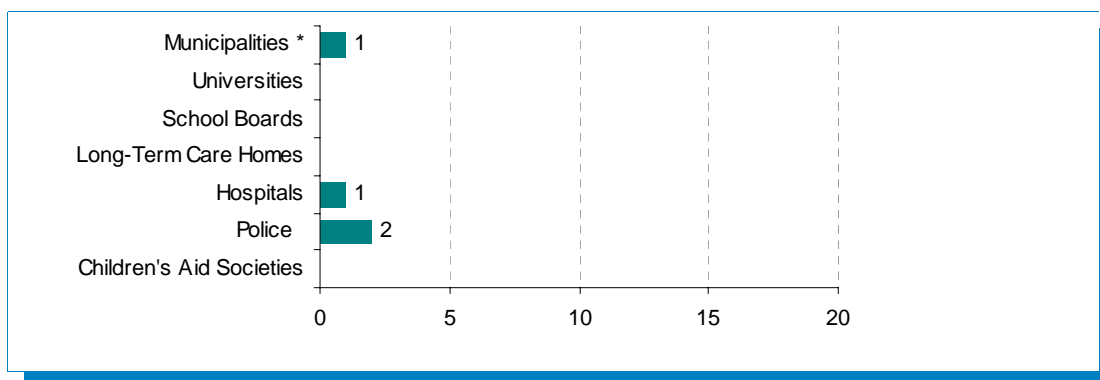
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Pickering-Scarborough East

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF CHILDREN AND YOUTH SERVICES		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		3
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		6
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>28</b>

#### Selected MUSH Sector Cases Received from Pickering-Scarborough East

Total: 4



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

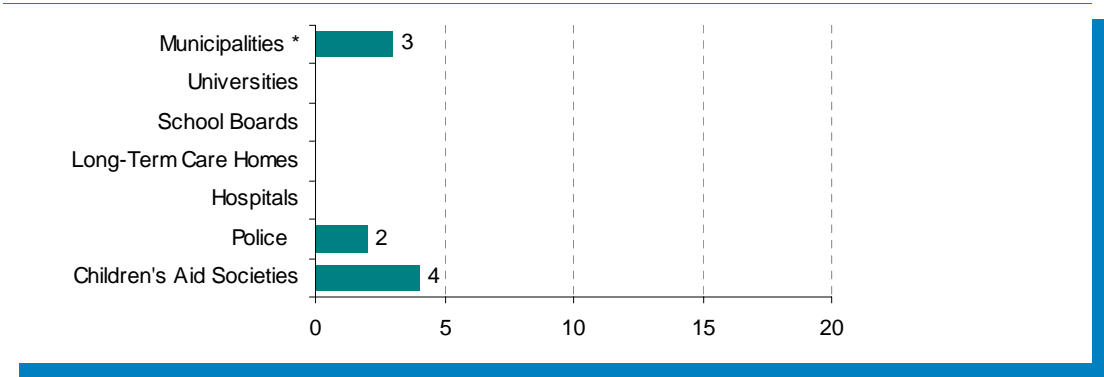
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

### Received from the Riding of: Prince Edward-Hastings

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		10
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF THE ENVIRONMENT		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
<b>Total Provincial Government Complaints:</b>		<b>37</b>

### Selected MUSH Sector Cases Received from Prince Edward-Hastings

Total: 9



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

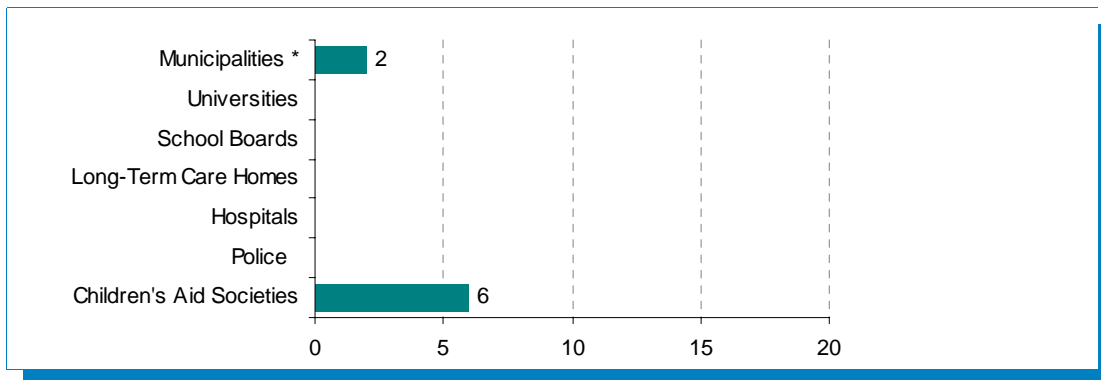
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Renfrew-Nipissing-Pembroke

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		3
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		7
MINISTRY OF THE ENVIRONMENT		2
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		1
MINISTRY OF REVENUE		3
MINISTRY OF TRANSPORTATION		7
<b>Total Provincial Government Complaints:</b>		<b>36</b>

#### Selected MUSH Sector Cases Received from Renfrew-Nipissing-Pembroke

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

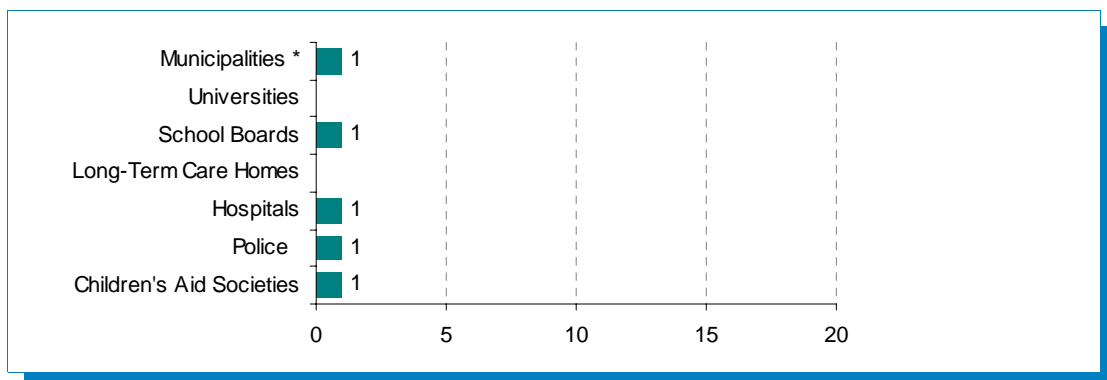
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Richmond Hill**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		3
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		2
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>23</b>

#### Selected MUSH Sector Cases Received from Richmond Hill

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

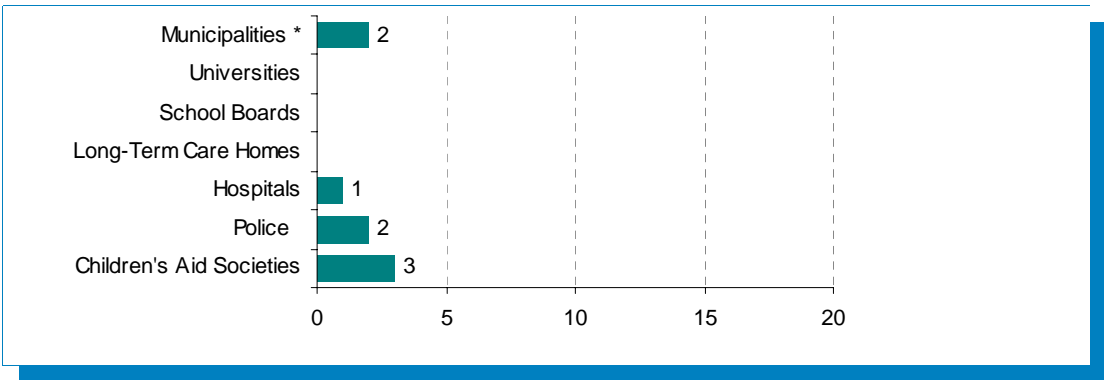
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Sarnia-Lambton**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		14
FAMILY RESPONSIBILITY OFFICE	12	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		9
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>38</b>

### Selected MUSH Sector Cases Received from Sarnia-Lambton

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

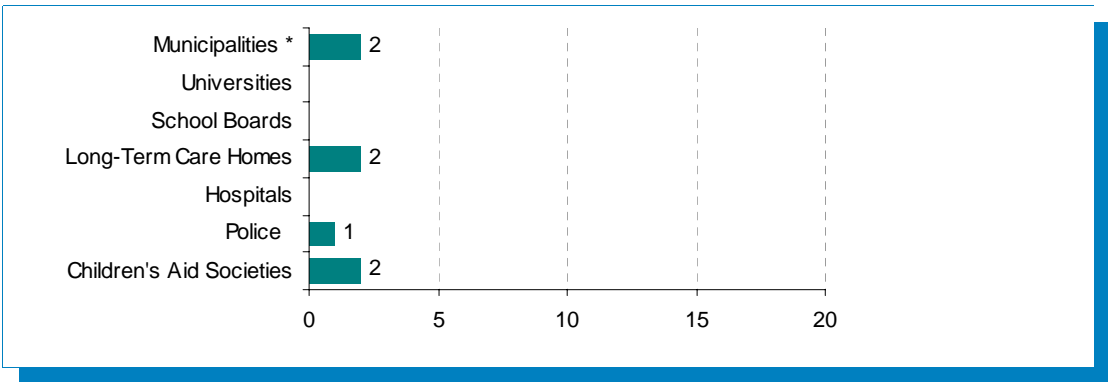
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Sault Ste. Marie**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		6
GOVERNMENT SERVICES		4
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		4
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>42</b>

### Selected MUSH Sector Cases Received from Sault Ste. Marie

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

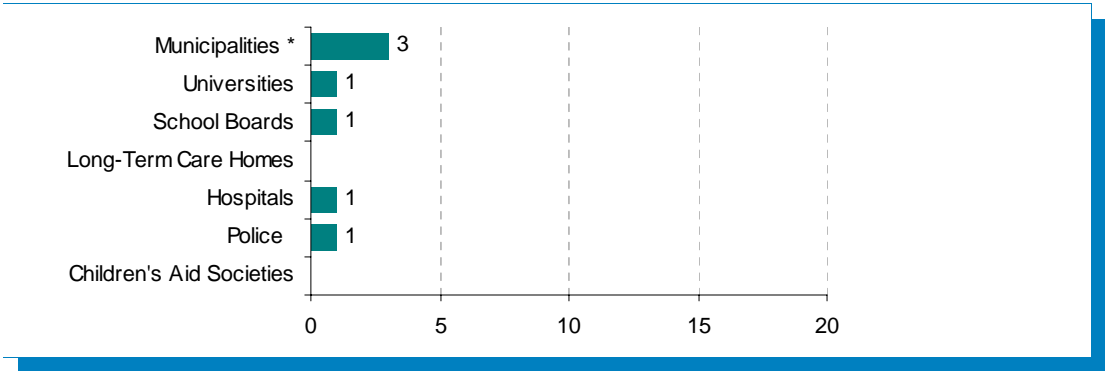
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

### Received from the Riding of: Scarborough-Agincourt

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		9
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>24</b>

### Selected MUSH Sector Cases Received from Scarborough-Agincourt

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

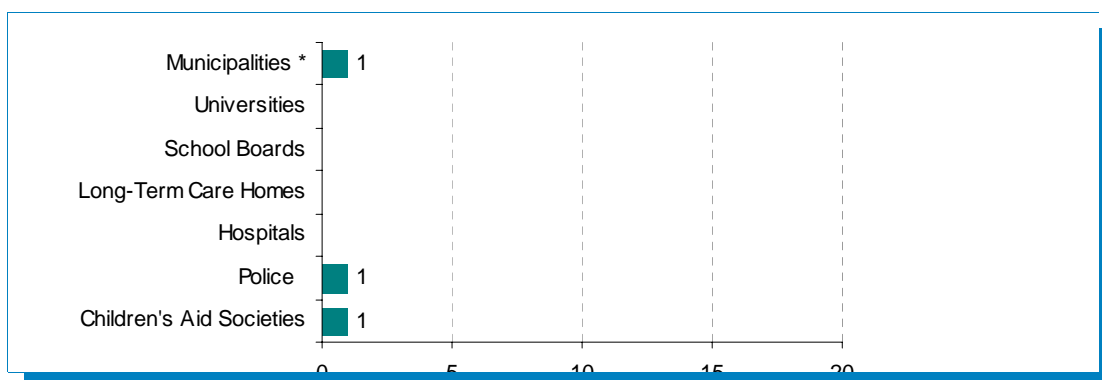
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Scarborough Centre

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		15
Correctional Facilities	14	
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF LABOUR		4
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
<b>Total Provincial Government Complaints:</b>		<b>38</b>

#### Selected MUSH Sector Cases Received from Scarborough Centre

Total: 3



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

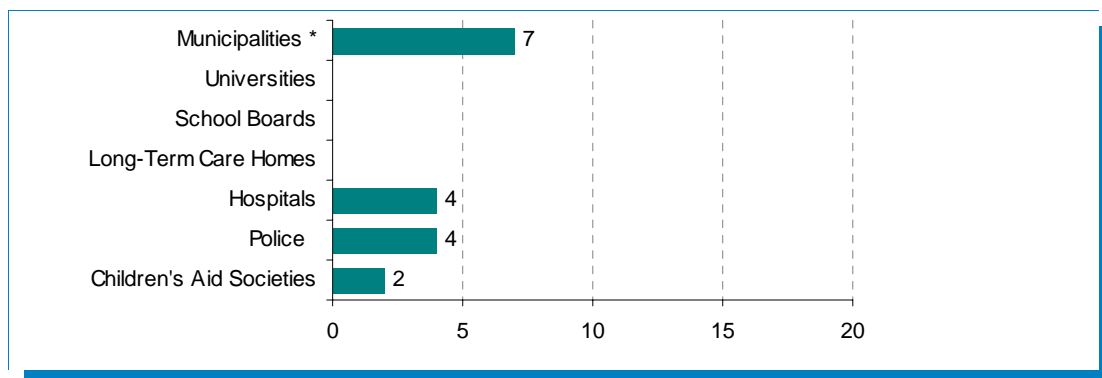
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Scarborough-Guildwood

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF CULTURE		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		9
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		5
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>43</b>

#### Selected MUSH Sector Cases Received from Scarborough-Guildwood

Total: 17



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

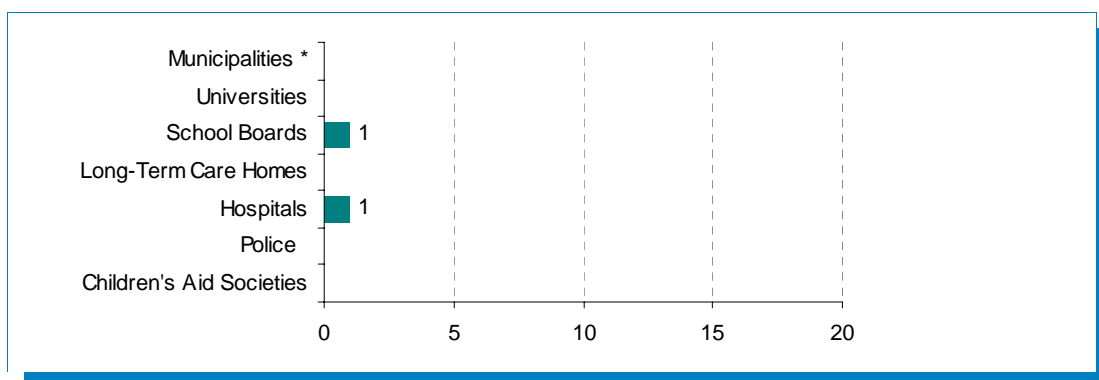
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Scarborough-Rouge River

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		3
<b>Total Provincial Government Complaints:</b>		<b>16</b>

#### Selected MUSH Sector Cases Received from Scarborough-Rouge River

Total: 2



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

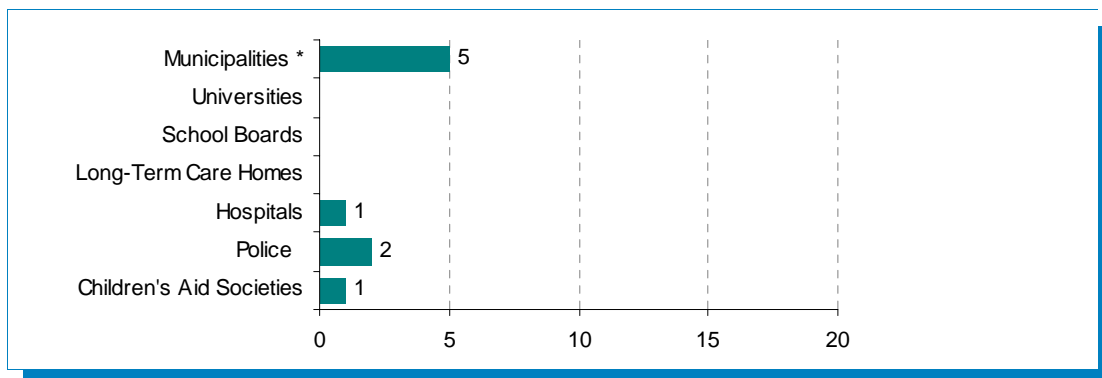
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Scarborough Southwest

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		9
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		14
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		34
Correctional Facilities	34	
MINISTRY OF EDUCATION		2
MINISTRY OF FINANCE		5
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>79</b>

#### Selected MUSH Sector Cases Received from Scarborough Southwest

Total: 9



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

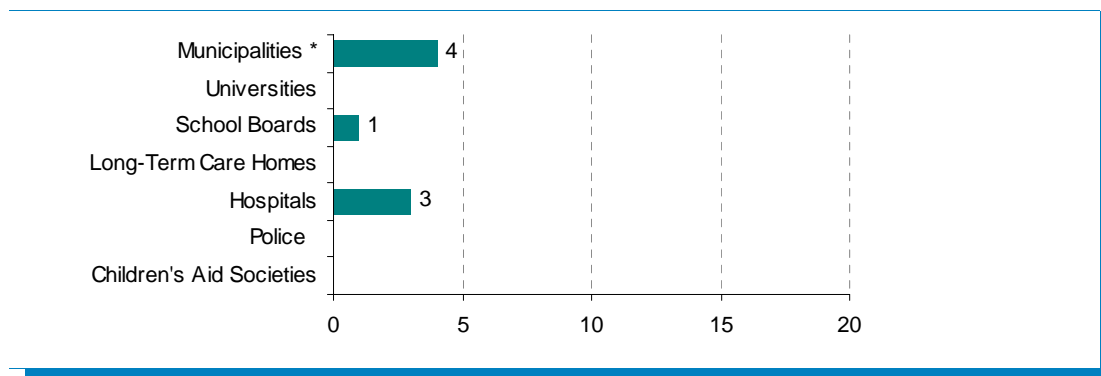
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Simcoe-Grey

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF HEALTH AND LONG-TERM CARE		9
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		5
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>43</b>

#### Selected MUSH Sector Cases Received from Simcoe-Grey

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

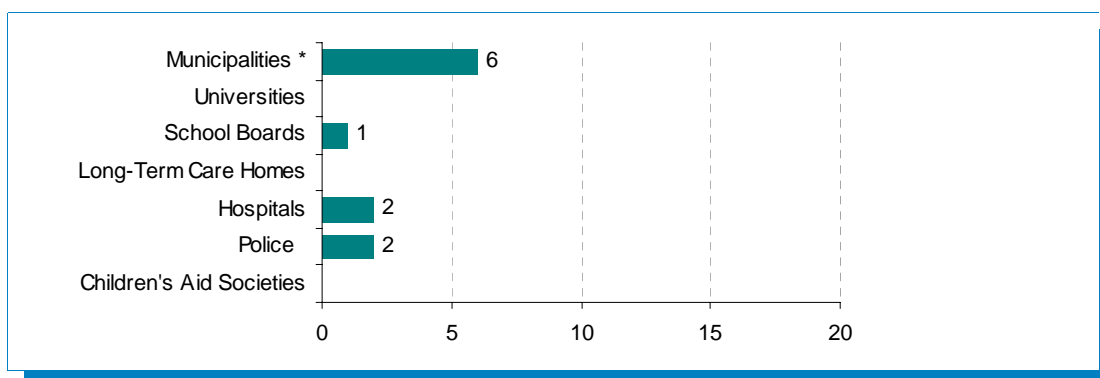
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Simcoe North

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		24
FAMILY RESPONSIBILITY OFFICE	14	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		71
Correctional Facilities	66	
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		4
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		6
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>120</b>

#### Selected MUSH Sector Cases Received from Simcoe North

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

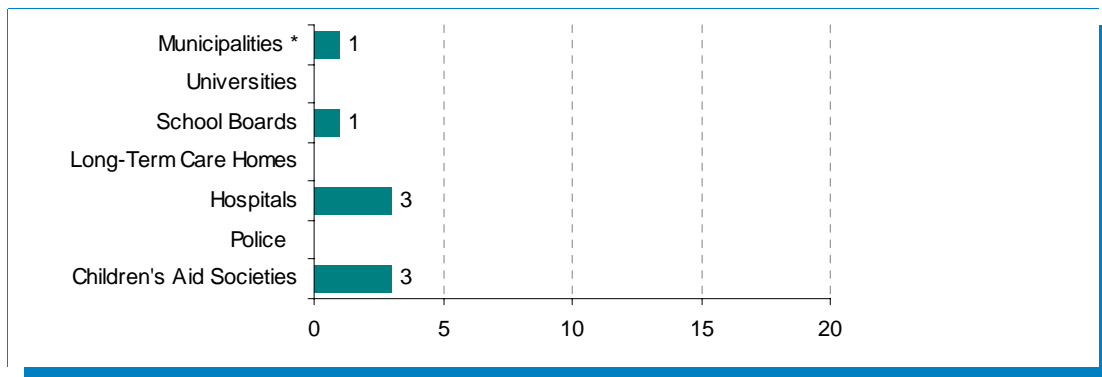
### for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **St. Catharines**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF CHILDREN AND YOUTH SERVICES		16
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		2
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		7
<b>Total Provincial Government Complaints:</b>		<b>33</b>

### Selected MUSH Sector Cases Received from St. Catharines

Total: 8



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

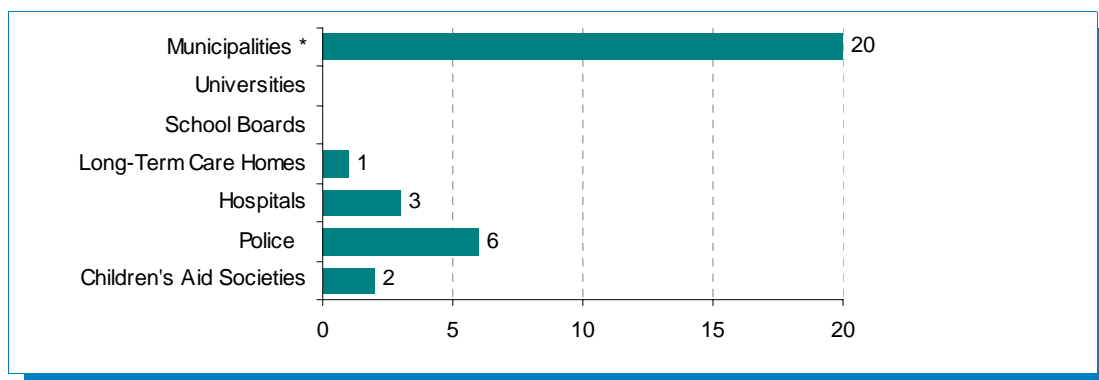
### for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **St. Paul's**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		5
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF CONSUMER SERVICES		2
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		3
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>41</b>

### Selected MUSH Sector Cases Received from St. Paul's

Total: 32



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

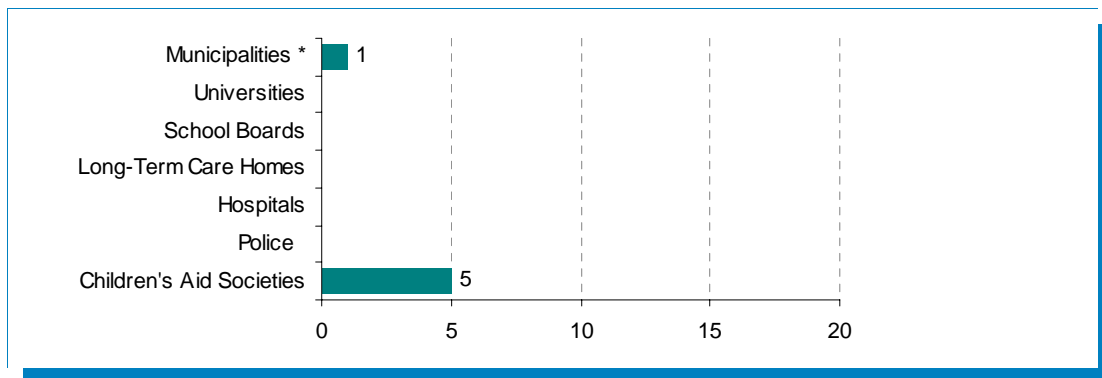
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Stormont-Dundas-South Glengarry

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF THE ENVIRONMENT		2
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF HEALTH PROMOTION		1
MINISTRY OF LABOUR		2
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>39</b>

#### Selected MUSH Sector Cases Received from Stormont-Dundas-South Glengarry

Total: 6



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

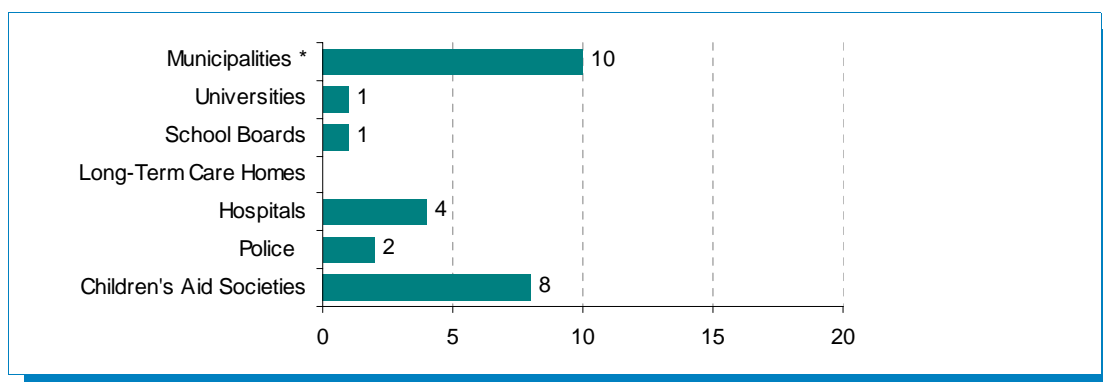
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Sudbury

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF CHILDREN AND YOUTH SERVICES		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		11
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		9
MINISTRY OF ENERGY AND INFRASTRUCTURE		4
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		5
MINISTRY OF LABOUR		7
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>49</b>

#### Selected MUSH Sector Cases Received from Sudbury

Total: 26



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

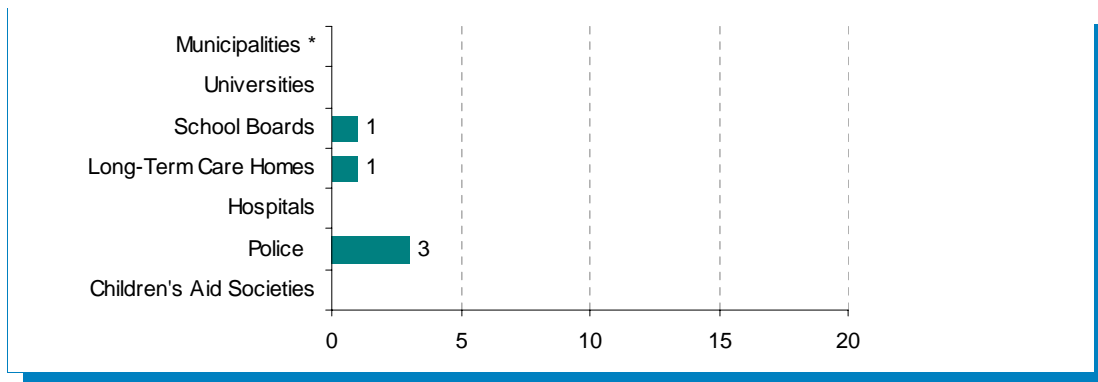
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Thornhill

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		5
MINISTRY OF EDUCATION		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		3
MINISTRY OF REVENUE		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>19</b>

#### Selected MUSH Sector Cases Received from Thornhill

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

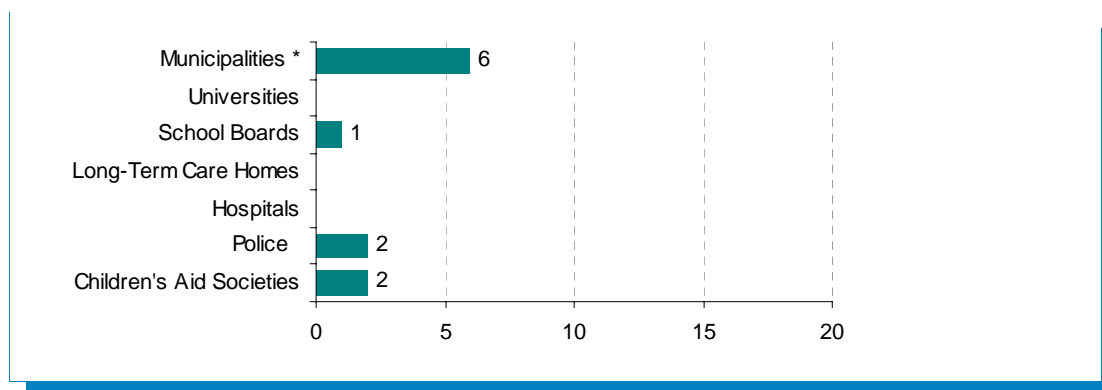
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Thunder Bay-Atikokan

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		7
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		7
MINISTRY OF LABOUR		7
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>45</b>

#### Selected MUSH Sector Cases Received from Thunder Bay-Atikokan

Total: 11



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

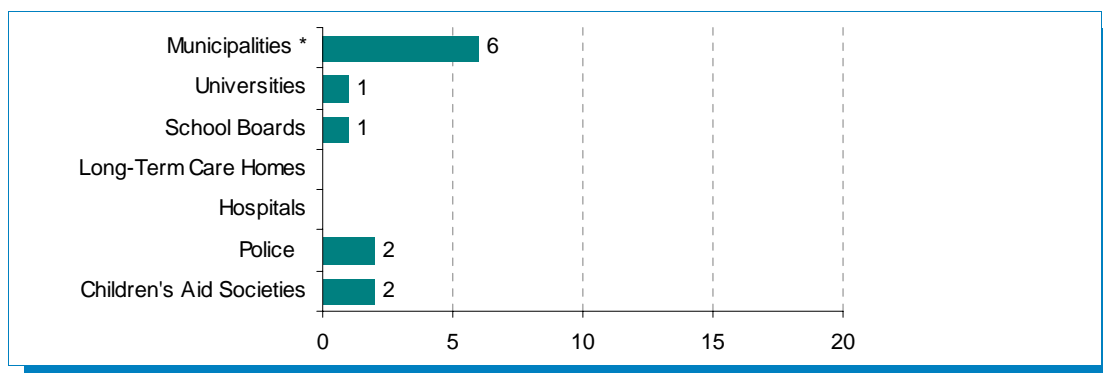
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: **Thunder Bay-Superior North**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		14
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		5
MINISTRY OF NATURAL RESOURCES		3
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>42</b>

#### Selected MUSH Sector Cases Received from **Thunder Bay-Superior North**

**Total: 12**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

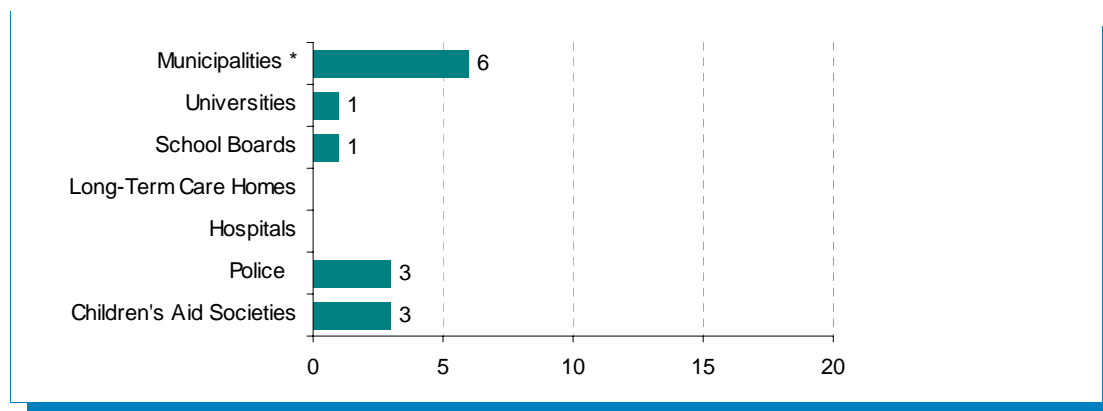
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Timiskaming-Cochrane

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		25
Correctional Facilities	23	
MINISTRY OF ENERGY AND INFRASTRUCTURE		7
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		7
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF NORTHERN DEVELOPMENT, MINES AND FORESTRY		1
MINISTRY OF REVENUE		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>58</b>

#### Selected MUSH Sector Cases Received from Timiskaming-Cochrane

Total: 14



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

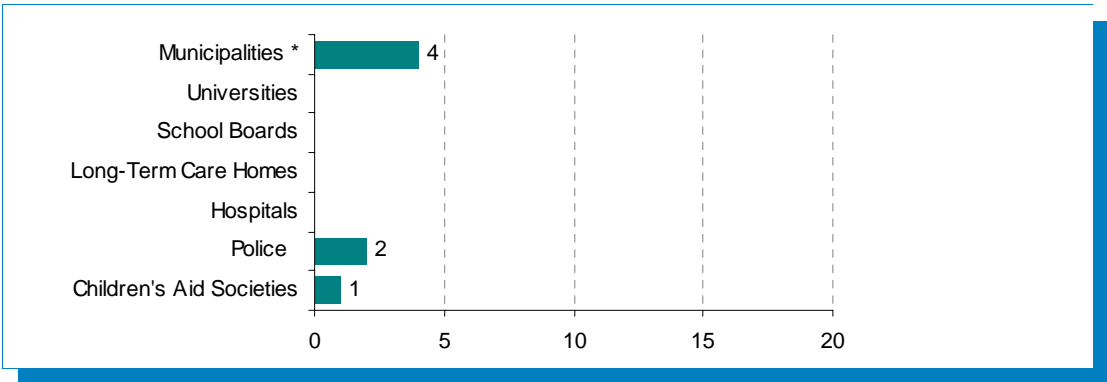
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **Timmins-James Bay**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		6
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NORTHERN DEVELOPMENT, MINES AND FORESTRY		4
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>36</b>

### Selected MUSH Sector Cases Received from Timmins-James Bay

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

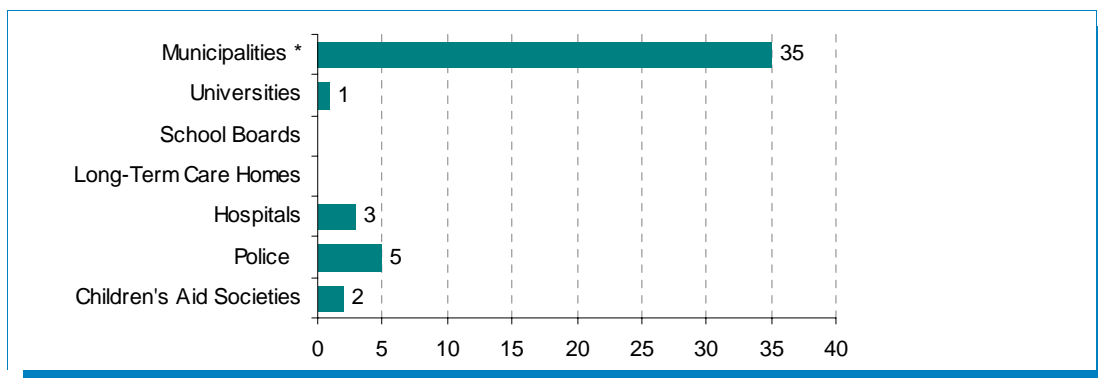
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Toronto Centre

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		18
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		20
ONTARIO DISABILITY SUPPORT PROGRAM	18	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		12
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		4
GOVERNMENT SERVICES		5
MINISTRY OF HEALTH AND LONG-TERM CARE		8
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF REVENUE		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		7
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>81</b>

#### Selected MUSH Sector Cases Received from Toronto Centre

Total: 46



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

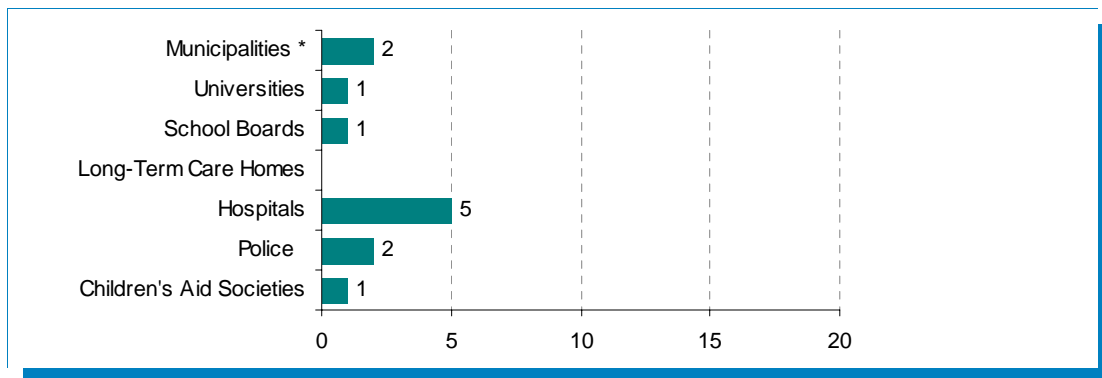
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Toronto-Danforth

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		6
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		9
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		35
Correctional Facilities	28	
MINISTRY OF EDUCATION		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		3
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF REVENUE		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>67</b>

#### Selected MUSH Sector Cases Received from Toronto-Danforth

Total: 12



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

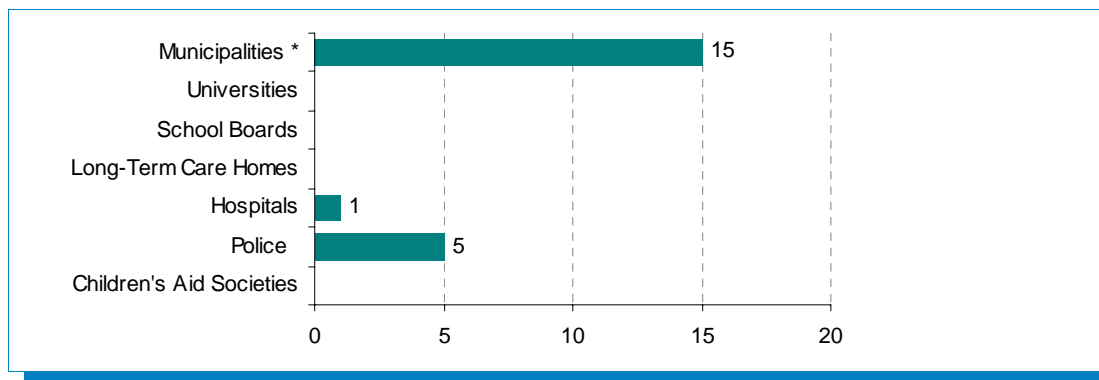
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Trinity-Spadina

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		8
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		8
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		8
MINISTRY OF ENERGY AND INFRASTRUCTURE		3
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		3
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		2
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF REVENUE		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		10
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>58</b>

#### Selected MUSH Sector Cases Received from Trinity-Spadina

Total: 21



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

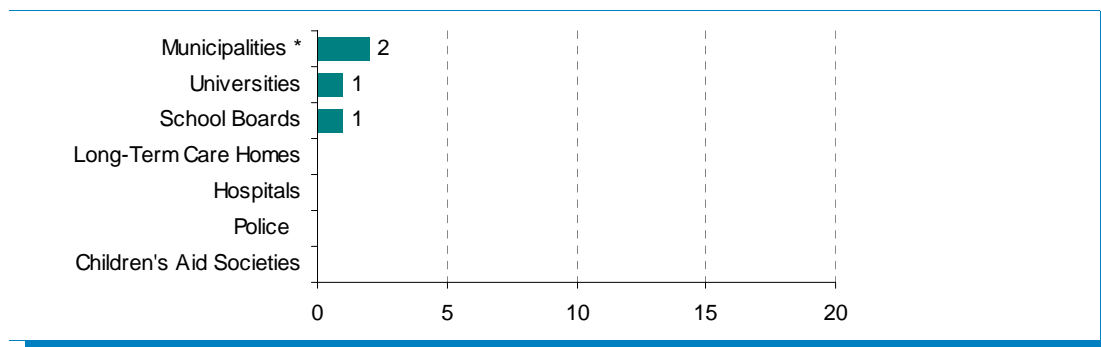
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Vaughan

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		2
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		3
<b>Total Provincial Government Complaints:</b>		<b>20</b>

#### Selected MUSH Sector Cases Received from Vaughan

**Total: 4**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

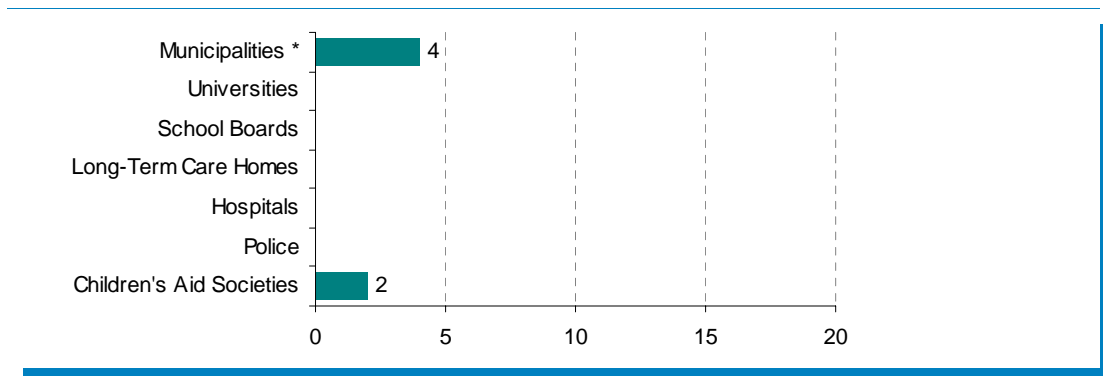
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Welland

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		10
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		12
Correctional Facilities	11	
MINISTRY OF ENERGY AND INFRASTRUCTURE		4
MINISTRY OF HEALTH AND LONG-TERM CARE		2
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>36</b>

#### Selected MUSH Sector Cases Received from Welland

**Total: 6**



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

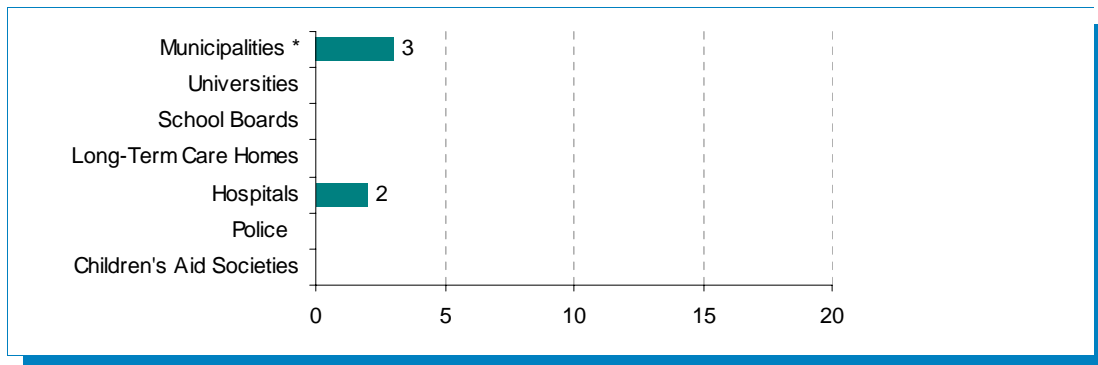
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Wellington-Halton Hills

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		6
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		2
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		1
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF NATURAL RESOURCES		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>22</b>

#### Selected MUSH Sector Cases Received from Wellington-Halton Hills

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

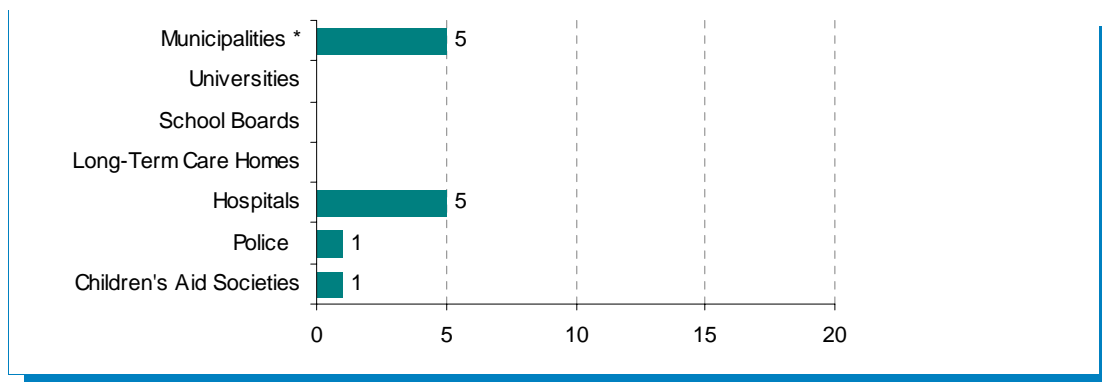
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Whitby-Oshawa

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		16
FAMILY RESPONSIBILITY OFFICE	10	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		2
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		8
MINISTRY OF LABOUR		6
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		1
MINISTRY OF TRANSPORTATION		4
<b>Total Provincial Government Complaints:</b>		<b>46</b>

#### Selected MUSH Sector Cases Received from Whitby-Oshawa

Total: 12



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

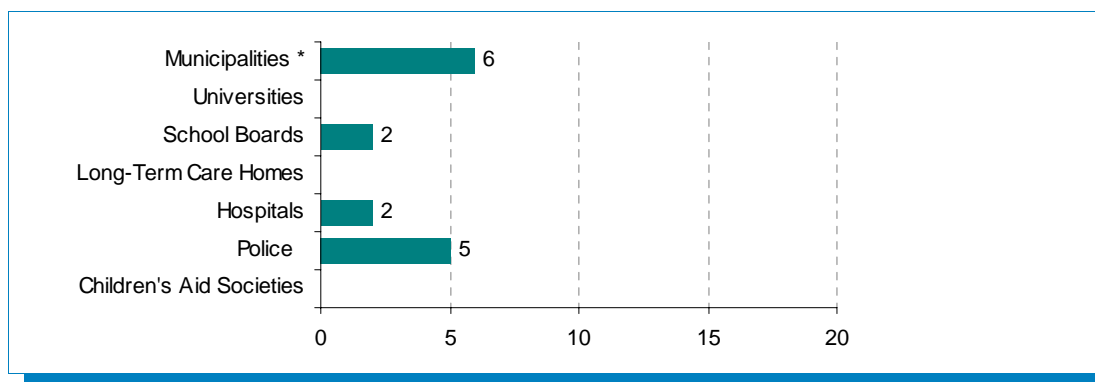
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Willowdale

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		10
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		3
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		6
MINISTRY OF HEALTH AND LONG-TERM CARE		4
MINISTRY OF LABOUR		4
MINISTRY OF REVENUE		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
<b>Total Provincial Government Complaints:</b>		<b>39</b>

#### Selected MUSH Sector Cases Received from Willowdale

Total: 15



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

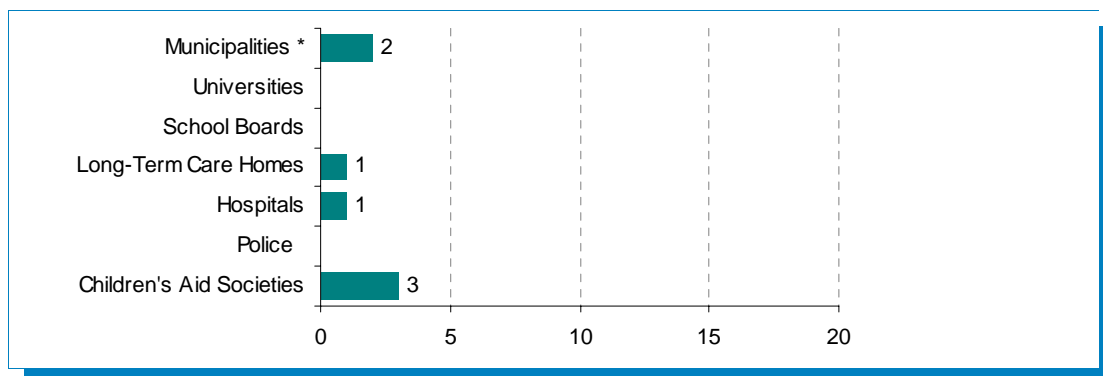
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Windsor-Tecumseh

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		2
MINISTRY OF CHILDREN AND YOUTH SERVICES		8
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF ENERGY AND INFRASTRUCTURE		2
MINISTRY OF FINANCE		1
MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		8
MINISTRY OF LABOUR		4
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		6
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>41</b>

#### Selected MUSH Sector Cases Received from Windsor-Tecumseh

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

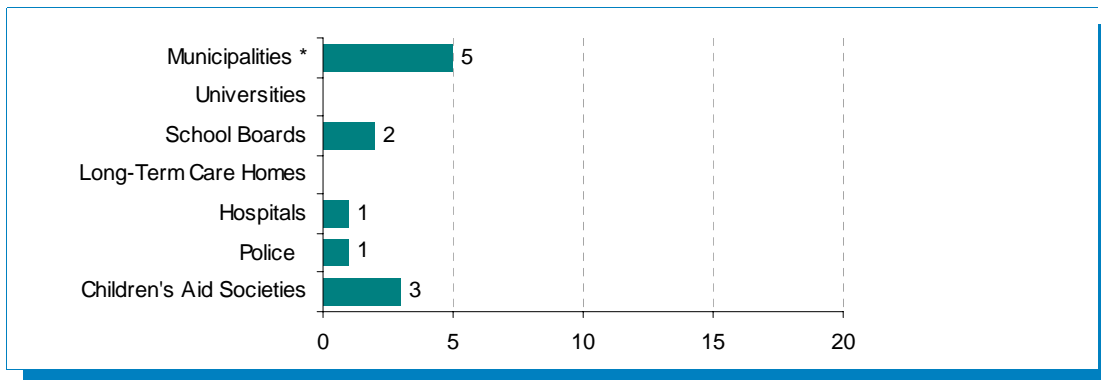
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: Windsor West

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		1
MINISTRY OF THE ATTORNEY GENERAL		13
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		12
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		5
MINISTRY OF CONSUMER SERVICES		1
MINISTRY OF THE ENVIRONMENT		2
GOVERNMENT SERVICES		2
MINISTRY OF HEALTH AND LONG-TERM CARE		6
MINISTRY OF LABOUR		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		2
MINISTRY OF TRANSPORTATION		6
<b>Total Provincial Government Complaints:</b>		<b>53</b>

#### Selected MUSH Sector Cases Received from Windsor West

Total: 12



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

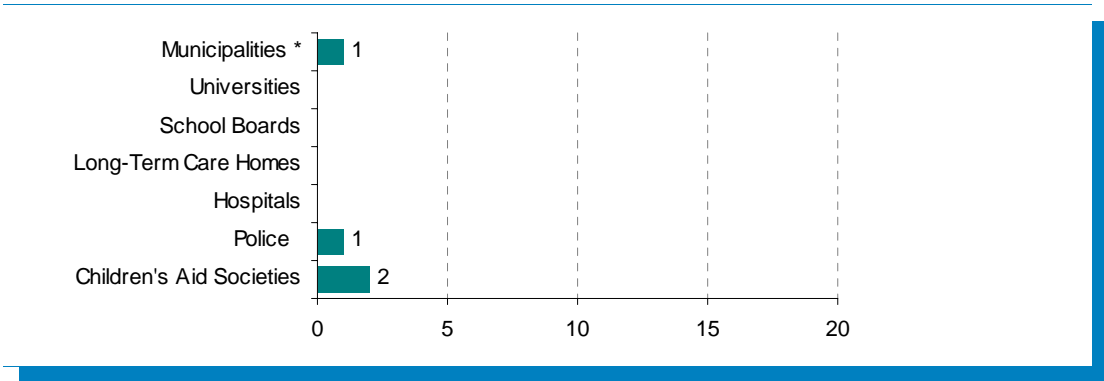
## Cases Received During 2010-2011 for Provincial Government Ministries and Selected Programs\*

Received from the Riding of: **York Centre**

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		8
MINISTRY OF CHILDREN AND YOUTH SERVICES		1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		4
MINISTRY OF NORTHERN DEVELOPMENT, MINES AND FORESTRY		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>33</b>

### Selected MUSH Sector Cases Received from York Centre

Total: 4



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.



# Ombudsman Ontario

## Cases Received During 2010-2011

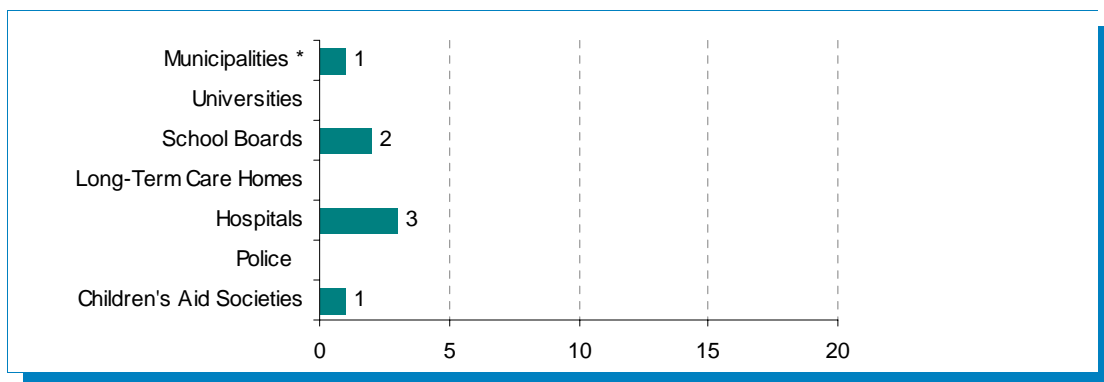
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: York-Simcoe

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF THE ATTORNEY GENERAL		4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		3
MINISTRY OF ENERGY AND INFRASTRUCTURE		4
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		8
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>26</b>

#### Selected MUSH Sector Cases Received from York-Simcoe

Total: 7



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

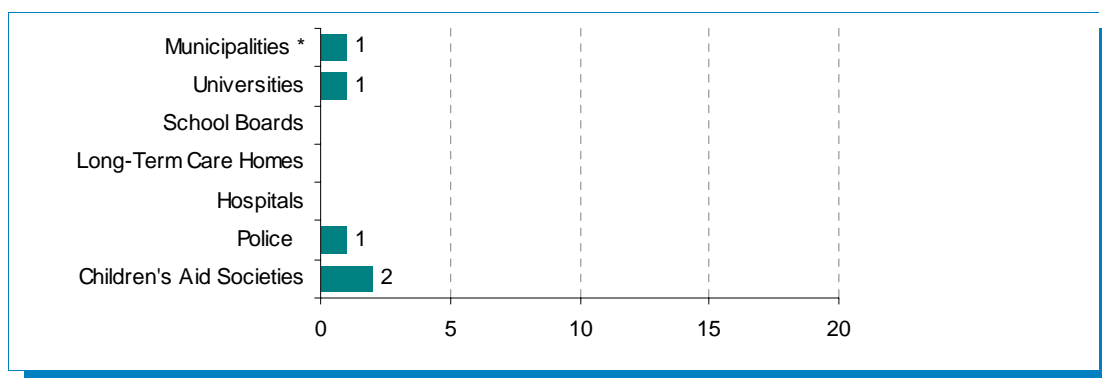
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: York South-Weston

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		10
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		2
MINISTRY OF THE ENVIRONMENT		1
MINISTRY OF FINANCE		1
MINISTRY OF HEALTH AND LONG-TERM CARE		3
MINISTRY OF LABOUR		6
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		1
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		1
<b>Total Provincial Government Complaints:</b>		<b>29</b>

#### Selected MUSH Sector Cases Received from York South-Weston

Total: 5



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.

# Ombudsman Ontario

## Cases Received During 2010-2011

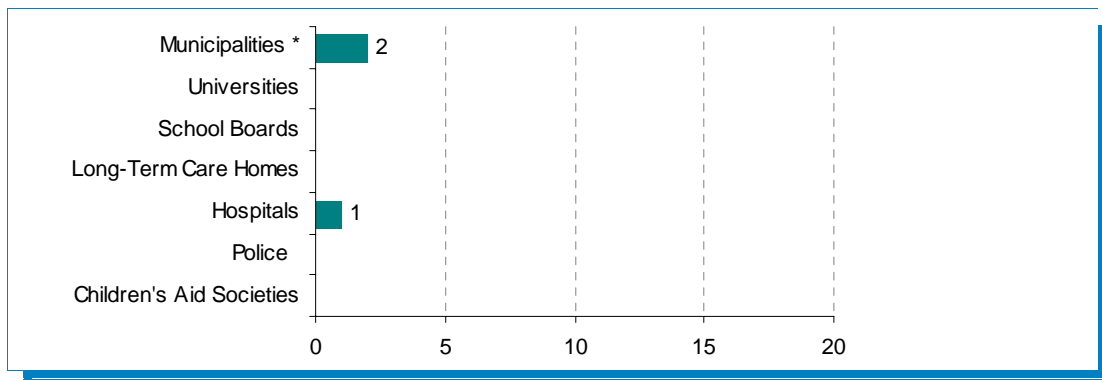
### for Provincial Government Ministries and Selected Programs\*

#### Received from the Riding of: York West

	ORGANIZATION TOTAL	MINISTRY TOTAL
MINISTRY OF CHILDREN AND YOUTH SERVICES		2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4
MINISTRY OF ENERGY AND INFRASTRUCTURE		1
MINISTRY OF FINANCE		1
GOVERNMENT SERVICES		1
MINISTRY OF HEALTH AND LONG-TERM CARE		1
MINISTRY OF LABOUR		3
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		4
MINISTRY OF TRANSPORTATION		2
<b>Total Provincial Government Complaints:</b>		<b>23</b>

#### Selected MUSH Sector Cases Received from York West

Total: 3



\* Excludes complaints about closed meetings.

Note: Total figures are reported for each provincial government ministry including all agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also indicated.

\* When postal code is available.