

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Ajax-Pickering

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 9 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 2 |
| 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 | | 4 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 27 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Algoma-Manitoulin

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF THE ENVIRONMENT | | 3 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 6 |
| MINISTRY OF LABOUR | | 15 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 56 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 17 |
| UNIVERSITIES | 2 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 22 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

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

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 14 |
| Family Responsibility Office | 13 | |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 9 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 45 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: *Barrie*

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 9 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 33 |
| Ontario Disability Support Program | 15 | |
| Family Responsibility Office | 17 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 8 |
| MINISTRY OF LABOUR | | 11 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 6 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 84 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 11 |
| UNIVERSITIES | 2 |
| SCHOOL BOARDS | 3 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 23 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Beaches-East York

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 16 |
| Ontario Disability Support Program | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 6 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 10 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 54 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Bramalea-Gore-Malton

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 29 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Brampton West

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 13 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF FINANCE | | 5 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF TRANSPORTATION | | 8 |
| Total Provincial Government Complaints: | | 44 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Brampton-Springdale

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 9 |
| MINISTRY OF ECONOMIC DEVELOPMENT AND INNOVATION | | 1 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 12 |
| Workplace Safety and Insurance Board | 10 | |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 38 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Brant

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 41 |
| Brantford Jail | 37 | |
| MINISTRY OF CONSUMER SERVICES | | 2 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 80 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 6 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

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

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 2 |
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 10 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 19 |
| Owen Sound Jail | 17 | |
| MINISTRY OF CONSUMER SERVICES | | 2 |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF THE ENVIRONMENT | | 3 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 4 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 9 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF NORTHERN DEVELOPMENT AND MINES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 77 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 8 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 30 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Burlington

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 13 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 3 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 17 |
| Workplace Safety and Insurance Board | 13 | |
| MINISTRY OF TRANSPORTATION | | 9 |
| Total Provincial Government Complaints: | | 61 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 19 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Cambridge

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 10 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 49 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 11 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 24 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Carleton-Mississippi Mills

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 30 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 0 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Chatham-Kent-Essex

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 21 |
| Chatham Jail | 19 | |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 6 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 57 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 18 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 28 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Davenport

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 4 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 5 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 6 |
| MINISTRY OF LABOUR | | 10 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 32 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Don Valley East

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 25 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 3 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Don Valley West

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 5 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 35 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 2 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Dufferin-Caledon

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 20 |
| Family Responsibility Office | 19 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 5 |
| MINISTRY OF ENERGY | | 13 |
| Hydro One | 11 | |
| MINISTRY OF THE ENVIRONMENT | | 4 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 7 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 7 |
| Total Provincial Government Complaints: | | 73 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 19 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Durham

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 21 |
| Family Responsibility Office | 13 | |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 8 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 55 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Eglinton-Lawrence

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 3 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF INFRASTRUCTURE | | 1 |
| MINISTRY OF LABOUR | | 3 |
| Total Provincial Government Complaints: | | 24 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Elgin-Middlesex-London

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 210 |
| Elgin-Middlesex Detention Centre | 209 | |
| MINISTRY OF ENERGY | | 3 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 254 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 22 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Essex

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 17 |
| Family Responsibility Office | 12 | |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 5 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 47 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 10 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 19 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Etobicoke Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 5 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 21 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Etobicoke North

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 9 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 280 |
| Toronto West Detention Centre | 279 | |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 311 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Etobicoke-Lakeshore

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 10 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 13 |
| Ontario Disability Support Program | 10 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 17 |
| Mimico Correctional Centre | 14 | |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 5 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 4 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 9 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 77 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 19 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Glengarry-Prescott-Russell

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 4 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF ENERGY | | 3 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| Total Provincial Government Complaints: | | 25 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Guelph

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 11 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF ENERGY | | 3 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 8 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 5 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 53 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 16 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Haldimand-Norfolk

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF ENERGY | | 3 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 11 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 44 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

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

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 14 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 14 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 618 |
| Central East Correctional Centre | 610 | |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF THE ENVIRONMENT | | 3 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 14 |
| Workplace Safety and Insurance Board | 10 | |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 687 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 14 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 28 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Halton

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 11 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 4 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 460 |
| Vanier Centre For Women | 138 | |
| Maplehurst Correctional Complex | 320 | |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF INFRASTRUCTURE | | 1 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 8 |
| Total Provincial Government Complaints: | | 513 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 7 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Hamilton Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 29 |
| Ontario Disability Support Program | 12 | |
| Family Responsibility Office | 16 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 234 |
| Hamilton-Wentworth Detention Centre | 231 | |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 9 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 302 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Hamilton East-Stoney Creek

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 15 |
| MINISTRY OF ENERGY | | 3 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 15 |
| Workplace Safety and Insurance Board | 11 | |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 52 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 8 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Hamilton Mountain

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 21 |
| Family Responsibility Office | 20 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 11 |
| Workplace Safety and Insurance Board | 10 | |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 56 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 6 |
| Total MUSH Sector Complaints: | 23 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Huron-Bruce

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 9 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 22 |
| Ontario Disability Support Program | 16 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 5 |
| MINISTRY OF THE ENVIRONMENT | | 3 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 1 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 52 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 12 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 16 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Kenora-Rainy River

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 28 |
| Kenora Jail | 27 | |
| MINISTRY OF ENERGY | | 7 |
| MINISTRY OF THE ENVIRONMENT | | 3 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF NATURAL RESOURCES | | 5 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 73 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 15 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 24 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Kingston and the Islands

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 11 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 1 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 37 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Kitchener Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 10 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| Total Provincial Government Complaints: | | 24 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Kitchener-Conestoga

| | PROGRAM 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 CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 28 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Kitchener-Waterloo

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 5 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 31 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Lambton-Kent-Middlesex

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 5 |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 36 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

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

| | PROGRAM 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 | | 110 |
| Quinte Detention Centre | 108 | |
| MINISTRY OF ENERGY | | 7 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 5 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 144 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 16 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Leeds-Grenville

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 82 |
| Brockville Jail | 36 | |
| St. Lawrence Valley Correctional and Treatment Centre | 38 | |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 118 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 11 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: London North Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 10 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 44 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: London West

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 9 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 9 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 45 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: London-Fanshawe

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 20 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 7 |
| MINISTRY OF LABOUR | | 13 |
| Workplace Safety and Insurance Board | 11 | |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 67 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Markham-Unionville

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 3 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF INFRASTRUCTURE | | 1 |
| MINISTRY OF LABOUR | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 12 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Mississauga East-Cooksville

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 4 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 16 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Mississauga South

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 10 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 7 |
| Total Provincial Government Complaints: | | 46 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Mississauga-Brampton South

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| Total Provincial Government Complaints: | | 28 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Mississauga-Erindale

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 28 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Mississauga-Streetsville

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| Family Responsibility Office | 10 | |
| MINISTRY OF EDUCATION | | 2 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 5 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 37 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Nepean-Carleton

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF CONSUMER SERVICES | | 2 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 30 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Newmarket-Aurora

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 10 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 27 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 0 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Niagara Falls

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 14 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 177 |
| Niagara Detention Centre | 174 | |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 7 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 39 |
| Niagara Health System | 31 | |
| MINISTRY OF LABOUR | | 11 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 269 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 12 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 8 |
| Total MUSH Sector Complaints: | 33 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Niagara West-Glanbrook

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 34 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Nickel Belt

| | PROGRAM 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 ENERGY | | 9 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 9 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 38 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Nipissing

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 14 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 92 |
| North Bay Jail | 89 | |
| MINISTRY OF ENERGY | | 10 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 8 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 145 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 8 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 23 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Northumberland-Quinte West

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 4 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 21 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF ENERGY | | 13 |
| Hydro One | 13 | |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 6 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 70 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 10 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 8 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 6 |
| Total MUSH Sector Complaints: | 28 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Oak Ridges-Markham

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 5 |
| MINISTRY OF ENERGY | | 5 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 6 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 36 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Oakville

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 10 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 6 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| Total Provincial Government Complaints: | | 29 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Oshawa

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 22 |
| Family Responsibility Office | 13 | |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 13 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 7 |
| Total Provincial Government Complaints: | | 50 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 18 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Ottawa Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 10 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 43 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Ottawa South

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 5 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 4 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 27 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 19 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Ottawa West-Nepean

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 8 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 34 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 16 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Ottawa-Orleans

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 9 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 301 |
| Ottawa-Carleton Detention Centre | 300 | |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 334 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Ottawa-Vanier

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 8 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 35 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Oxford

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 3 |
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 15 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 39 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Parkdale-High Park

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 13 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 8 |
| MINISTRY OF CONSUMER SERVICES | | 2 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 5 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 51 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 8 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Parry Sound-Muskoka

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 10 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 11 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 7 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 3 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 58 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 15 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 24 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Perth-Wellington

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 2 |
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 5 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 4 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 15 |
| Stratford Jail | 13 | |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF THE ENVIRONMENT | | 6 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 6 |
| MINISTRY OF LABOUR | | 13 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 65 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 13 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 22 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Peterborough

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 8 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 8 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 5 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 6 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 50 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Pickering-Scarborough East

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 25 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Prince Edward-Hastings

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 20 |
| Public Guardian and Trustee | 12 | |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 18 |
| Ontario Disability Support Program | 10 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 4 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TOURISM, CULTURE AND SPORTS | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 80 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 11 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 27 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Renfrew-Nipissing-Pembroke

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 4 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 31 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Richmond Hill

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF CONSUMER SERVICES | | 4 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TOURISM, CULTURE AND SPORTS | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 22 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Sarnia-Lambton

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 18 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 19 |
| Family Responsibility Office | 14 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 64 |
| Sarnia Jail | 61 | |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 5 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 7 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 130 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 7 |
| Total MUSH Sector Complaints: | 23 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Sault Ste. Marie

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 9 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 16 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 67 |
| Algoma Treatment and Remand Centre | 62 | |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 18 |
| Workplace Safety and Insurance Board | 15 | |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF NORTHERN DEVELOPMENT AND MINES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 129 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 15 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Scarborough Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 30 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Scarborough Southwest

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| Ontario Disability Support Program | 10 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 98 |
| Toronto East Detention Centre | 96 | |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 10 |
| MINISTRY OF LABOUR | | 1 |
| MINISTRY OF NORTHERN DEVELOPMENT AND MINES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| Total Provincial Government Complaints: | | 137 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 16 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Scarborough-Agincourt

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| Total Provincial Government Complaints: | | 20 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Scarborough-Guildwood

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 11 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 8 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 3 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 41 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 5 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 19 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Scarborough-Rouge River

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 3 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 5 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 16 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Simcoe North

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 11 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 25 |
| Family Responsibility Office | 14 | |
| Ontario Disability Support Program | 11 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 683 |
| Central North Correctional Centre | 654 | |
| Ontario Provincial Police | 13 | |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF FINANCE | | 5 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 745 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 15 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 7 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Simcoe-Grey

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 19 |
| Ontario Disability Support Program | 13 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 7 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 49 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 27 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: St. Catharines

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 15 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 15 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 50 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: St. Paul's

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 17 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 13 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 5 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 49 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 17 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 25 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

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

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 16 |
| Ontario Disability Support Program | 10 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 44 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 8 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Sudbury

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 17 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 117 |
| Sudbury Jail | 116 | |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| Total Provincial Government Complaints: | | 159 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 14 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 12 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 8 |
| Total MUSH Sector Complaints: | 37 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Thornhill

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 10 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 6 |
| Total Provincial Government Complaints: | | 35 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 1 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Thunder Bay-Atikokan

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS | | 1 |
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 19 |
| Ontario Disability Support Program | 13 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 43 |
| Thunder Bay Correctional Centre | 42 | |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF NATURAL RESOURCES | | 5 |
| MINISTRY OF TOURISM, CULTURE AND SPORTS | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 91 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Thunder Bay-Superior North

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 9 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 6 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 54 |
| Thunder Bay Jail | 51 | |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 7 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TOURISM, CULTURE AND SPORTS | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 95 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Timiskaming-Cochrane

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 137 |
| Monteith Correctional Complex | 132 | |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 1 |
| MINISTRY OF LABOUR | | 12 |
| Workplace Safety and Insurance Board | 12 | |
| MINISTRY OF NATURAL RESOURCES | | 2 |
| MINISTRY OF NORTHERN DEVELOPMENT AND MINES | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 190 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 15 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 7 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Timmins-James Bay

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 3 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF NORTHERN DEVELOPMENT AND MINES | | 1 |
| MINISTRY OF TRANSPORTATION | | 1 |
| Total Provincial Government Complaints: | | 23 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Toronto Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 26 |
| Human Rights Tribunal of Ontario | 15 | |
| MINISTRY OF CITIZENSHIP AND IMMIGRATION | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 18 |
| Ontario Disability Support Program | 13 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 3 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 7 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 11 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 5 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 82 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 19 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 8 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 35 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Toronto-Danforth

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 9 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 14 |
| Ontario Disability Support Program | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 180 |
| Toronto Jail | 178 | |
| MINISTRY OF FINANCE | | 4 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 228 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 6 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 5 |
| Total MUSH Sector Complaints: | 23 |

* 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Trinity-Spadina

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF CONSUMER SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 2 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 7 |
| MINISTRY OF LABOUR | | 3 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 3 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 13 |
| Total Provincial Government Complaints: | | 54 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 5 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Vaughan

| | PROGRAM 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 CONSUMER SERVICES | | 1 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 6 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| Total Provincial Government Complaints: | | 32 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Welland

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 16 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF THE ENVIRONMENT | | 2 |
| MINISTRY OF FINANCE | | 6 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 24 |
| Niagara Health System | 17 | |
| MINISTRY OF LABOUR | | 12 |
| Workplace Safety and Insurance Board | 11 | |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 3 |
| Total Provincial Government Complaints: | | 79 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 6 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 5 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 7 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Wellington-Halton Hills

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 9 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 4 |
| MINISTRY OF ENERGY | | 4 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 4 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF TRANSPORTATION | | 7 |
| Total Provincial Government Complaints: | | 42 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Whitby-Oshawa

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 5 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 8 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 44 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 3 |
| CHILDREN'S AID SOCIETIES | 1 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 3 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Willowdale

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 4 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF CONSUMER SERVICES | | 2 |
| MINISTRY OF ENERGY | | 2 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 4 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 2 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 5 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 38 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 2 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 4 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Windsor West

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 13 |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 61 |
| Windsor Jail | 61 | |
| MINISTRY OF GOVERNMENT SERVICES | | 2 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 8 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 104 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 7 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 1 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: Windsor-Tecumseh

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 8 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 2 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 12 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 10 |
| MINISTRY OF LABOUR | | 8 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| MINISTRY OF TRANSPORTATION | | 2 |
| Total Provincial Government Complaints: | | 50 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 9 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 0 |
| CHILDREN'S AID SOCIETIES | 6 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: York Centre

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 7 |
| MINISTRY OF CHILDREN AND YOUTH SERVICES | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 14 |
| Family Responsibility Office | 12 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 1 |
| MINISTRY OF EDUCATION | | 1 |
| MINISTRY OF THE ENVIRONMENT | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 3 |
| MINISTRY OF LABOUR | | 5 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| Total Provincial Government Complaints: | | 39 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 1 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 0 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: York South-Weston

| | PROGRAM TOTAL | MINISTRY TOTAL |
|---|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 6 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 14 |
| Ontario Disability Support Program | 11 | |
| MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES | | 2 |
| MINISTRY OF FINANCE | | 3 |
| MINISTRY OF GOVERNMENT SERVICES | | 3 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 4 |
| Total Provincial Government Complaints: | | 38 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|----------|
| * MUNICIPALITIES | 2 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 4 |
| CHILDREN'S AID SOCIETIES | 2 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 0 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: York West

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 1 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 7 |
| MINISTRY OF ENERGY | | 1 |
| MINISTRY OF FINANCE | | 1 |
| MINISTRY OF LABOUR | | 4 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 1 |
| MINISTRY OF TRANSPORTATION | | 4 |
| Total Provincial Government Complaints: | | 19 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 3 |
| UNIVERSITIES | 1 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 2 |
| CHILDREN'S AID SOCIETIES | 3 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 1 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.

**Complaints Received During 2011-2012
for Provincial Government Ministries and Selected Organizations***

Received from the Riding of: York-Simcoe

| | PROGRAM TOTAL | MINISTRY TOTAL |
|--|------------------|-------------------|
| MINISTRY OF THE ATTORNEY GENERAL | | 4 |
| MINISTRY OF COMMUNITY AND SOCIAL SERVICES | | 11 |
| MINISTRY OF ENERGY | | 6 |
| MINISTRY OF HEALTH AND LONG-TERM CARE | | 2 |
| MINISTRY OF LABOUR | | 9 |
| MINISTRY OF NATURAL RESOURCES | | 1 |
| MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES | | 2 |
| MINISTRY OF TRANSPORTATION | | 5 |
| Total Provincial Government Complaints: | | 40 |

Selected MUSH Sector Complaints

| | |
|--------------------------------------|-----------|
| * MUNICIPALITIES | 4 |
| UNIVERSITIES | 0 |
| SCHOOL BOARDS | 0 |
| HOSPITALS | 1 |
| CHILDREN'S AID SOCIETIES | 4 |
| LONG-TERM CARE HOMES | 0 |
| POLICE | 2 |
| Total MUSH Sector Complaints: | 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 complaints and inquiries is also indicated.

* When postal code is available.