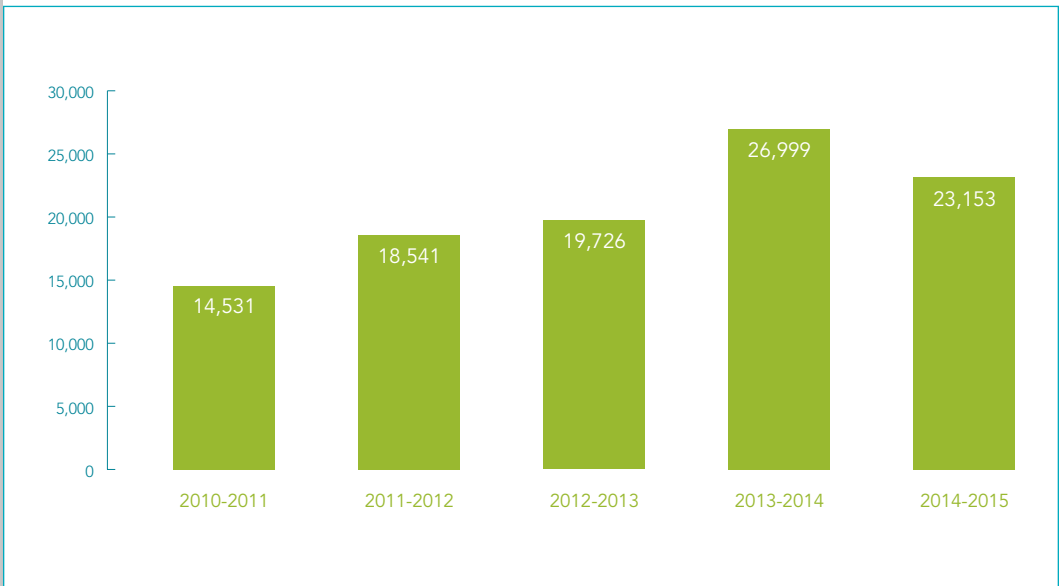


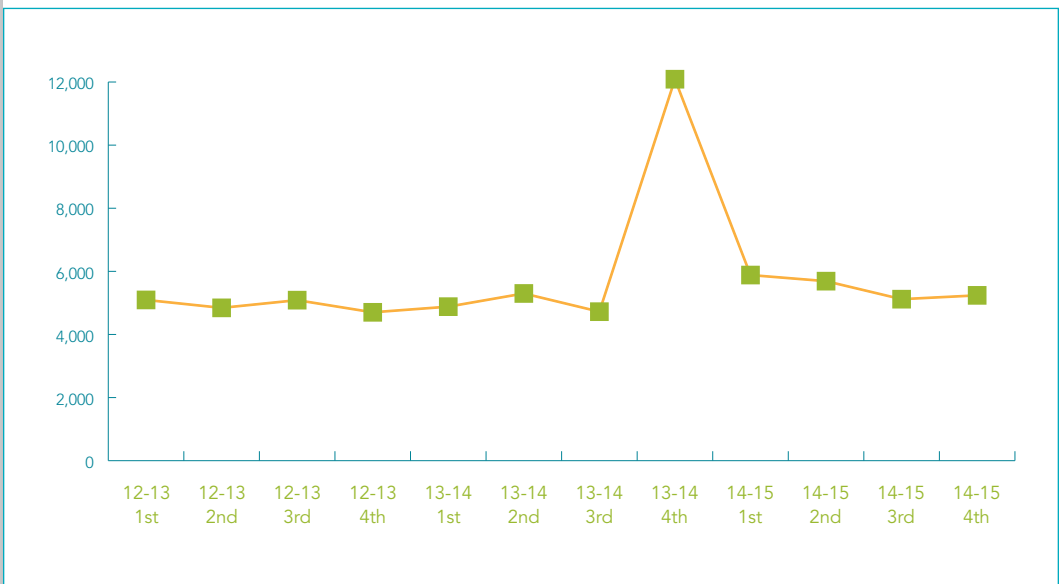
Appendix 1

COMPLAINT STATISTICS

TOTAL CASES RECEIVED,
FISCAL YEARS 2010-2011 TO 2014-2015



CASES RECEIVED BY QUARTER,
2012-2013 TO 2014-2015

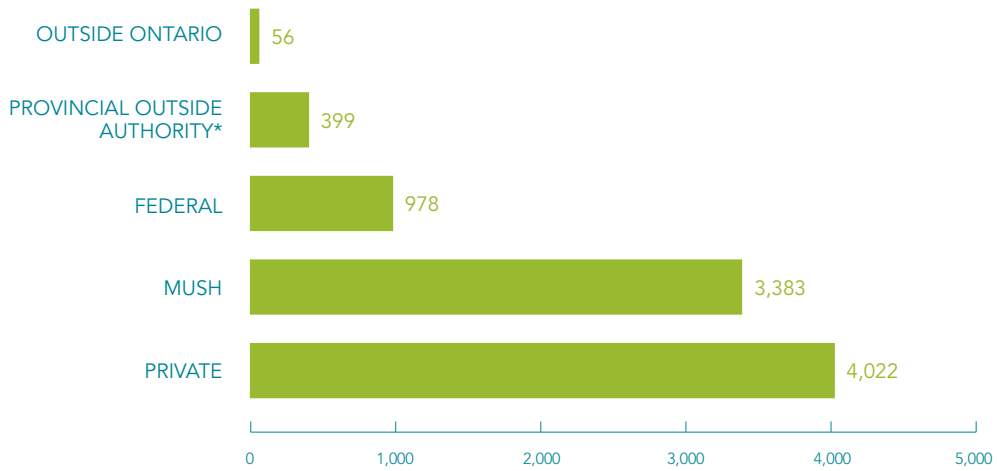


Appendix 1

COMPLAINT STATISTICS

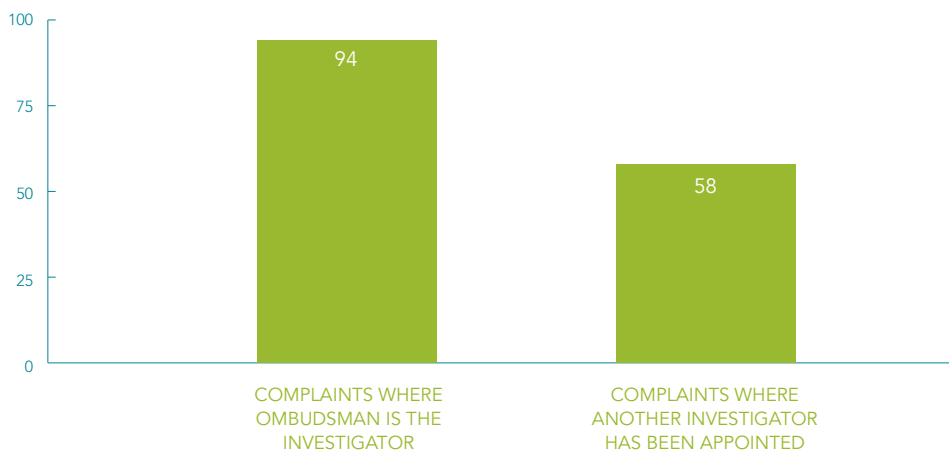
CASES OUTSIDE THE OMBUDSMAN'S AUTHORITY RECEIVED 2014-2015

TOTAL: 8,838



*For examples, cases received about courts, Stewardship Ontario and Tarion.

CASES RECEIVED ABOUT CLOSED MUNICIPAL MEETINGS 2014-2015



*Note: Details of these cases will be released in our separate Open Meeting Law Enforcement Team (OMLET) Annual Report, later in this fiscal year.

Appendix 1

COMPLAINT STATISTICS

TOP 15 PROVINCIAL GOVERNMENT ORGANIZATIONS AND PROGRAMS COMPLAINED ABOUT 2014-2015*

		NUMBER OF CASES	PERCENTAGE OF ALL CASES WITHIN AUTHORITY
1	HYDRO ONE	3,499	24.82%
2	FAMILY RESPONSIBILITY OFFICE	1,167	8.28%
3	ONTARIO DISABILITY SUPPORT PROGRAM	684	4.85%
4	WORKPLACE SAFETY AND INSURANCE BOARD	481	3.41%
5	PRIVATE CAREER COLLEGES BRANCH	274	1.94%
6	DRIVER LICENSING - MEDICAL REVIEW SECTION	243	1.72%
7	DRIVER LICENSING	200	1.42%
8	DEVELOPMENTAL SERVICES PROGRAMS	160	1.14%
9	LEGAL AID ONTARIO	157	1.11%
10	ONTARIO STUDENT ASSISTANCE PROGRAM	156	1.11%
11	OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE	142	1.01%
12	COMMUNITY CARE ACCESS CENTRES	128	0.91%
13	SERVICEONTARIO	128	0.91%
14	COLLEGES OF APPLIED ARTS AND TECHNOLOGY	110	0.78%
15	ONTARIO PROVINCIAL POLICE	101	0.72%

*Excluding correctional facilities.

TOP 10 CORRECTIONAL FACILITIES COMPLAINED ABOUT 2014-2015

		NUMBER OF CASES	PERCENTAGE OF ALL CASES WITHIN AUTHORITY
1	CENTRAL EAST CORRECTIONAL CENTRE	546	3.87%
2	TORONTO SOUTH DETENTION CENTRE	422	2.99%
3	OTTAWA-CARLETON DETENTION CENTRE	410	2.91%
4	CENTRAL NORTH CORRECTIONAL CENTRE	349	2.48%
5	MAPLEHURST CORRECTIONAL COMPLEX	324	2.30%
6	HAMILTON-WENTWORTH DETENTION CENTRE	214	1.52%
7	ELGIN-MIDDLESEX DETENTION CENTRE	211	1.50%
8	VANIER CENTRE FOR WOMEN	189	1.34%
9	TORONTO EAST DETENTION CENTRE	184	1.31%
10	NIAGARA DETENTION CENTRE	161	1.14%

Appendix 1

COMPLAINT STATISTICS

CASES EXCLUDING CORRECTIONAL FACILITIES RECEIVED 2014-2015, BY PROVINCIAL RIDING*

Ajax-Pickering	76
Algoma-Manitoulin	247
Ancaster-Dundas-Flamborough-Westdale	108
Barrie	164
Beaches-East York	93
Bramalea-Gore-Malton	92
Brampton-Springdale	89
Brampton West	133
Brant	140
Bruce-Grey-Owen Sound	231
Burlington	132
Cambridge	93
Carleton-Mississippi Mills	124
Chatham-Kent-Essex	105
Davenport	96
Don Valley East	91
Don Valley West	90
Dufferin-Caledon	142
Durham	153
Eglinton-Lawrence	90
Elgin-Middlesex-London	160
Essex	100
Etobicoke Centre	73
Etobicoke-Lakeshore	145
Etobicoke North	96
Glengarry-Prescott-Russell	160
Guelph	98
Haldimand-Norfolk	119
Haliburton-Kawartha Lakes-Brock	257
Halton	113
Hamilton Centre	168
Hamilton East-Stoney Creek	110
Hamilton Mountain	86
Huron-Bruce	158
Kenora-Rainy River	115
Kingston and the Islands	106
Kitchener Centre	77
Kitchener-Conestoga	100
Kitchener-Waterloo	68
Lambton-Kent-Middlesex	142
Lanark-Frontenac-Lennox and Addington	309
Leeds-Grenville	207
London-Fanshawe	134
London North Centre	140
London West	123
Markham-Unionville	26
Mississauga-Brampton South	67
Mississauga East-Cookville	78
Mississauga-Erindale	67
Mississauga South	73
Mississauga-Streetsville	47
Nepean-Carleton	157
Newmarket-Aurora	106
Niagara Falls	138

Niagara West-Glanbrook	103
Nickel Belt	162
Nipissing	185
Northumberland-Quinte West	186
Oak Ridges-Markham	142
Oakville	78
Oshawa	146
Ottawa Centre	97
Ottawa-Orleans	90
Ottawa South	74
Ottawa-Vanier	92
Ottawa West-Nepean	87
Oxford	93
Parkdale-High Park	99
Parry Sound-Muskoka	280
Perth-Wellington	98
Peterborough	140
Pickering-Scarborough East	80
Prince Edward-Hastings	268
Renfrew-Nipissing-Pembroke	187
Richmond Hill	75
Sarnia-Lambton	168
Sault Ste. Marie	146
Scarborough-Agincourt	76
Scarborough Centre	96
Scarborough-Guildwood	127
Scarborough-Rouge River	35
Scarborough Southwest	98
Simcoe-Grey	184
Simcoe North	197
St. Catharines	111
St. Paul's	95
Stormont-Dundas-South Glengarry	175
Sudbury	154
Thornhill	70
Thunder Bay-Atikokan	123
Thunder Bay-Superior North	103
Timiskaming-Cochrane	197
Timmins-James Bay	115
Toronto Centre	150
Toronto-Danforth	95
Trinity-Spadina	135
Vaughan	85
Welland	152
Wellington-Halton Hills	102
Whitby-Oshawa	95
Willowdale	77
Windsor-Tecumseh	142
Windsor West	128
York Centre	84
York-Simcoe	172
York South-Weston	82
York West	63

*Where a valid postal code is available.

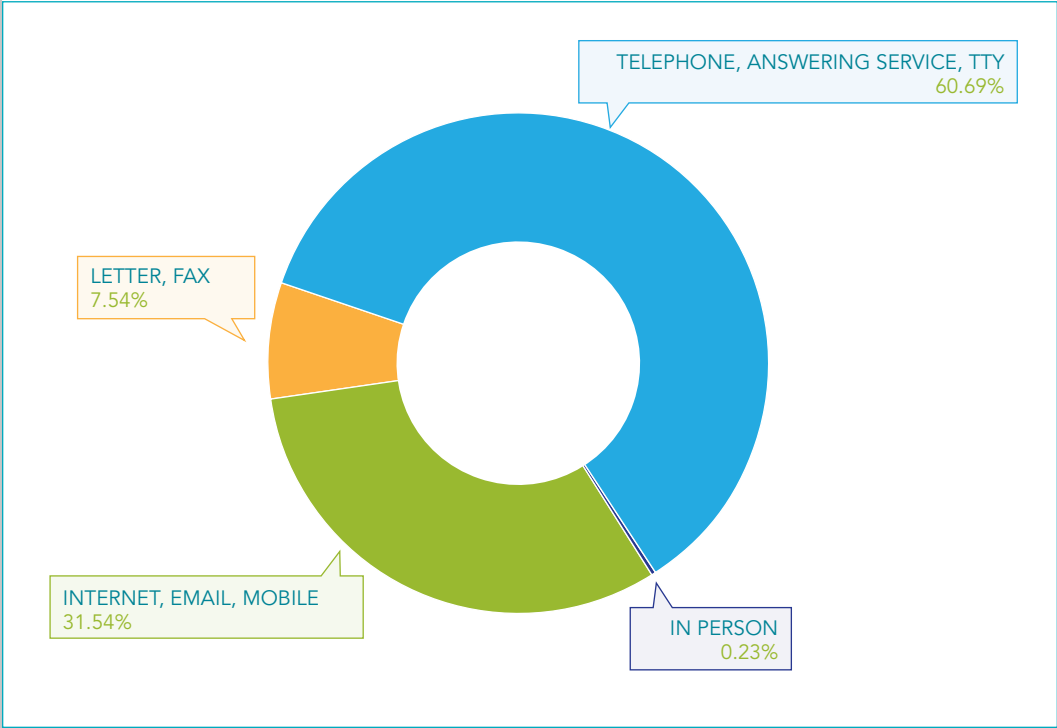
Appendix 1

COMPLAINT STATISTICS

MOST COMMON TYPES OF CASES RECEIVED 2014-2015

1	ACCESS TO OR DENIAL OF SERVICES; INADEQUATE OR POOR SERVICE
2	DECISION WRONG, UNREASONABLE OR UNFAIR
3	DELAY
4	COMMUNICATION INADEQUATE, IMPROPER OR NO COMMUNICATION
5	ENFORCEMENT UNFAIR OR FAILURE TO ENFORCE
6	LEGISLATION AND/OR REGULATIONS
7	FAILURE TO ADHERE TO POLICIES, PROCEDURES OR GUIDELINES; UNFAIR POLICY/PROCEDURE
8	BROADER PUBLIC POLICY ISSUE
9	INTERNAL COMPLAINTS PROCESS; LACK OF A PROCESS, UNFAIR HANDLING OF COMPLAINT
10	GOVERNMENT FUNDING ISSUE

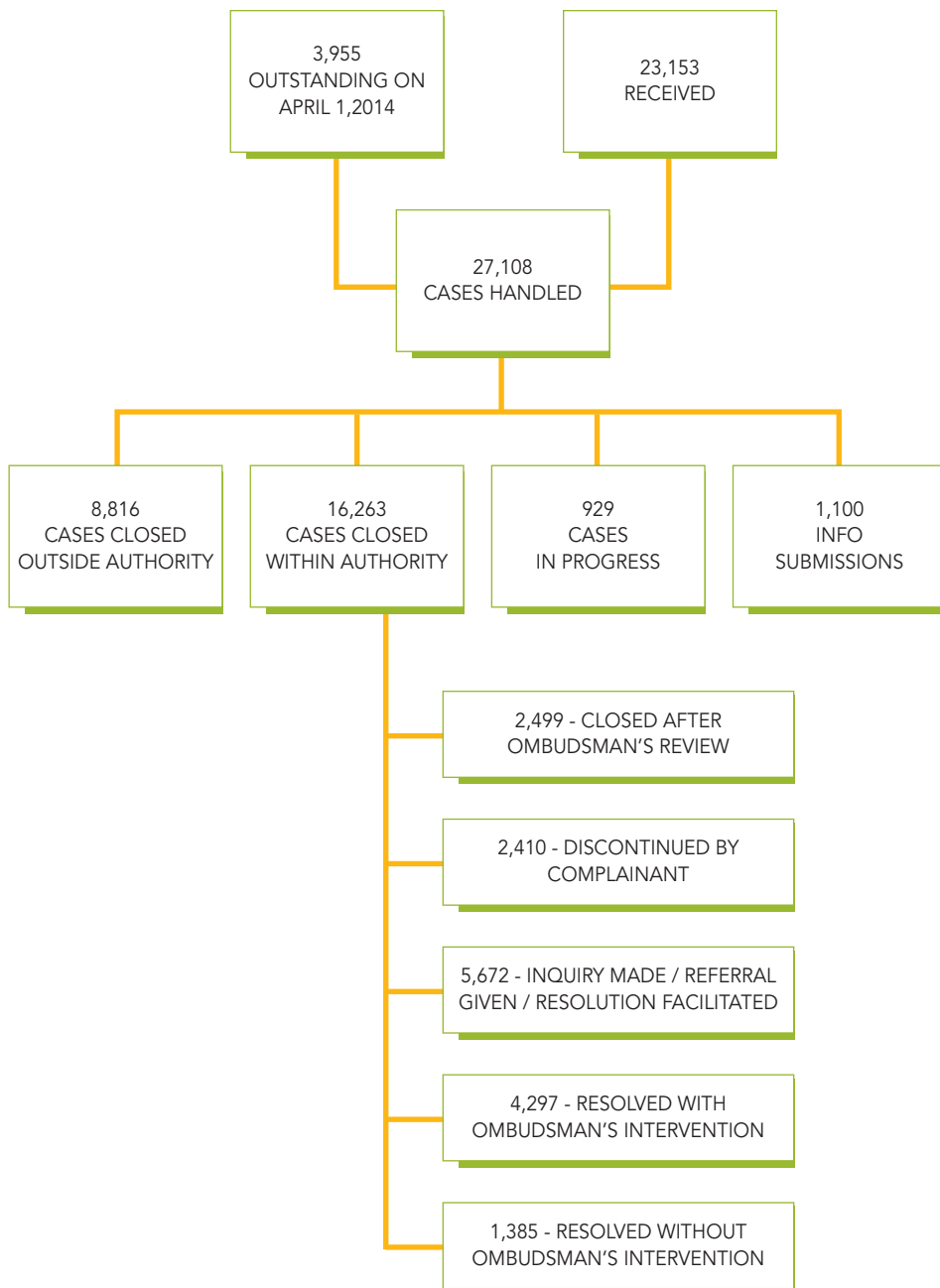
HOW CASES WERE RECEIVED 2014-2015



Appendix 1

COMPLAINT STATISTICS

DISPOSITION OF CASES 2014-2015



Appendix 1

COMPLAINT STATISTICS

TOTAL CASES RECEIVED 2014-2015 FOR PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS*

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		8
MINISTRY OF THE ATTORNEY GENERAL		811
ALCOHOL AND GAMING COMMISSION OF ONTARIO	10	
ASSESSMENT REVIEW BOARD	11	
CHILD AND FAMILY SERVICES REVIEW BOARD	15	
CHILDREN'S LAWYER	28	
CRIMINAL INJURIES COMPENSATION BOARD	37	
HUMAN RIGHTS LEGAL SUPPORT CENTRE	11	
HUMAN RIGHTS TRIBUNAL OF ONTARIO	71	
LANDLORD AND TENANT BOARD	95	
LEGAL AID ONTARIO	157	
LICENCE APPEAL TRIBUNAL	17	
OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE	142	
ONTARIO MUNICIPAL BOARD	16	
SOCIAL BENEFITS TRIBUNAL	35	
SPECIAL INVESTIGATIONS UNIT	18	
MINISTRY OF CHILDREN AND YOUTH SERVICES		129
MINISTRY-FUNDED SERVICE PROVIDERS	32	
SPECIAL NEEDS PROGRAMS – CHILDREN	49	
YOUTH CUSTODY FACILITIES	28	
MINISTRY OF CITIZENSHIP, IMMIGRATION AND INTERNATIONAL TRADE		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		2,077
DEVELOPMENTAL SERVICES PROGRAMS	160	
FAMILY RESPONSIBILITY OFFICE	1,167	
MINISTRY-FUNDED SERVICE PROVIDERS	25	
ONTARIO DISABILITY SUPPORT PROGRAM	684	
ONTARIO DISABILITY SUPPORT PROGRAM - DISABILITY ADJUDICATION UNIT	21	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4,110
CORRECTIONAL FACILITIES	3,904	
OFFICE OF THE CHIEF CORONER	16	
ONTARIO PROVINCIAL POLICE	101	
PRIVATE SECURITY AND INVESTIGATIVE SERVICES BRANCH	14	
PROBATION AND PAROLE	40	
MINISTRY OF ECONOMIC DEVELOPMENT, EMPLOYMENT AND INFRASTRUCTURE		7
MINISTRY OF EDUCATION		56
CHILD CARE QUALITY ASSURANCE AND LICENSING BRANCH	15	
MINISTRY OF ENERGY		3,589
HYDRO ONE	3,499	
ONTARIO ENERGY BOARD	44	
ONTARIO POWER AUTHORITY	17	
MINISTRY OF THE ENVIRONMENT AND CLIMATE CHANGE		122

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

Appendix 1

COMPLAINT STATISTICS

TOTAL CASES RECEIVED 2014-2015 FOR PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS*

MINISTRY OF FINANCE		235
FINANCIAL SERVICES COMMISSION	20	
LIQUOR CONTROL BOARD OF ONTARIO	12	
MUNICIPAL PROPERTY ASSESSMENT CORPORATION	76	
ONTARIO LOTTERY AND GAMING CORPORATION	67	
MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS		1
MINISTRY OF GOVERNMENT AND CONSUMER SERVICES		268
REGISTRAR GENERAL	63	
SERVICEONTARIO	128	
MINISTRY OF HEALTH AND LONG-TERM CARE		528
ASSISTIVE DEVICES/HOME OXYGEN PROGRAMS	42	
COMMUNITY CARE ACCESS CENTRES	128	
HEALTH PROFESSIONS APPEAL AND REVIEW BOARD	29	
LOCAL HEALTH INTEGRATION NETWORKS	15	
MINISTRY-FUNDED SERVICE PROVIDERS	27	
ONTARIO HEALTH INSURANCE PLAN	83	
ONTARIO PUBLIC DRUG PROGRAMS	57	
PERFORMANCE IMPROVEMENT AND COMPLIANCE BRANCH	25	
MINISTRY OF LABOUR		680
EMPLOYMENT PRACTICES BRANCH	33	
OCCUPATIONAL HEALTH AND SAFETY BRANCH	19	
OFFICE OF THE WORKER ADVISER	17	
ONTARIO LABOUR RELATIONS BOARD	13	
WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL	99	
WORKPLACE SAFETY AND INSURANCE BOARD	481	
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING		34
MINISTRY OF NATURAL RESOURCES AND FORESTRY		81
MINISTRY OF NORTHERN DEVELOPMENT AND MINES		6
MINISTER RESPONSIBLE FOR THE 2015 PAN AND PARAPAN AMERICAN GAMES		5
MINISTRY OF TOURISM, CULTURE AND SPORT		25
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES		615
COLLEGES OF APPLIED ARTS AND TECHNOLOGY	110	
ONTARIO COLLEGE OF TRADES	23	
ONTARIO STUDENT ASSISTANCE PROGRAM	156	
PRIVATE CAREER COLLEGES BRANCH	274	
SECOND CAREER	26	
MINISTRY OF TRANSPORTATION		566
DRIVER LICENSING	200	
DRIVER LICENSING - MEDICAL REVIEW SECTION	243	
METROLINX/GO TRANSIT	18	
VEHICLE LICENSING	45	

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