

Annual Reports of the Ombudsman

Date:	October 16, 2009
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

SUMMARY

City Council adopted “A Policy Framework for Toronto’s Accountability Officers” tabled by the City Manager at its meeting on April 29 and 30, 2009. In doing so, Council requested the Accountability Officers report back on the requirements, contents and timing of their reports. This report constitutes the Ombudsman’s response to that request.

Financial Impact

This report has no financial impact.

DECISION HISTORY

<http://www.toronto.ca/legdocs/mmis/2009/cc/decisions/2009-04-29-cc35-dd.htm>

COMMENTS

The position of Ombudsman was established by the Ontario Legislature through the *City of Toronto Act* 2006. The Ombudsman is an appointed officer of the Toronto City Council who is independent of the municipal service. The Ombudsman’s job is to investigate complaints about the administration of city government, including the work of its agencies, boards and commissions.

The role of the Ombudsman is new at the City with the first Ombudsman assuming the post on November 17, 2008 and the Office opening for business on April 6, 2009 with the receipt of its 2009 operating budget.

Requirements

Pursuant to City by-law 353-2008, section 169-53C, the Ombudsman is responsible for preparing an annual report on the activities of the office directly to City Council.

Contents

Typically an Ombudsman annual report includes the following information and it is anticipated that this Office will follow the same pattern:

- Ombudsman's message
- year in review including operations, communications, education and related activities
- how we work including processes and standards
- case summaries and investigative highlights
- complaint statistics and financial information

Timing

It is anticipated that the first annual report will be tabled during the winter 2009/2010, one year after the Office's creation.

CONTACT

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SIGNATURE

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