



OMBUDSMAN INVESTIGATION REPORT

A False Impression of Fairness: An Investigation of One Person's Appeal of the Loss of Subsidized Daycare

Date:	November 22, 2011
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

SUMMARY

In accordance with section 170(2) of the *City of Toronto Act, 2006* (COTA), I am providing the attached report which represents a concluded investigation into Children's Services appeals process, investigation process and record-keeping practices.

RECOMMENDATIONS

The Ombudsman recommends that:

City Council endorse the investigation report, all of whose recommendations have already been adopted by the City Manager.

Financial Impact

This report has no financial impact.

DECISION HISTORY

This investigation was conducted pursuant to section 171(1) of COTA which allows the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City. This function is conferred and exercised independently of Toronto City Council. Under this power, I may make findings and recommendations as I deem necessary to address any problems, which I may then report to Council.

COMMENTS

I have supported the complaint and found the actions and omissions of the City to be wrong and unreasonable.

My report makes 12 recommendations; nine are made in the public interest and address the systemic issues arising from the complaint. They are systemic fixes designed to improve how the division handles appeals, investigations, communications, record-keeping and staff training. The remaining three recommendations pertain to the Complainant.

The City Manager agreed with every recommendation. He noted that the City was committed to implementing them and understood that this would strengthen internal systems and customer service.

CONTACT

Fiona Crean

Ombudsman

Tel: 416-392-7061

Email: fcrean@toronto.ca

SIGNATURE



Fiona Crean, Ombudsman

ATTACHMENT

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