

2013 Annual Report of the Ombudsman

Date:	February 11, 2014
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

SUMMARY

Pursuant to Toronto Municipal Code Chapter 3, section 3-7A, the Ombudsman is responsible for preparing an annual report on the activities of the office directly to City Council.

RECOMMENDATIONS

The following recommendation is made for Council's adoption.

1. That City Council receives and adopts the Ombudsman's 2013 annual report.

Financial Impact

This report has no financial impact.

DECISION HISTORY

This is the Ombudsman's fifth Annual Report, reflecting the fourth full fiscal year of the office's work from January 1 to December 31, 2013.

COMMENTS

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

CONTENTS

The annual report includes the following information:

- Ombudsman's Message
- Council Championing the Ombudsman's Mandate
- Engaging Communities
- Investigations
- People's Stories
- The Story in Numbers
- The Key Trends
- Complaints by Ward
- Financials
- The Team

The office handled 1,827 complaints in 2013. Of the complaints completed, six were in- depth systemic investigations. There were five investigations carried over into 2014.

CONTACT

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SIGNATURE

(Original signed)

Fiona Crean, Ombudsman

ATTACHMENTS

Office of the Ombudsman 2013 Annual Report