

2014 Annual Report of the Ombudsman

Date:	March 23, 2015
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

SUMMARY

Pursuant to section 173(2) of the *City of Toronto Act, 2006* and the Toronto Municipal Code, Chapter 3, the Ombudsman is responsible for preparing an annual report on the activities of the office directly to City Council.

RECOMMENDATIONS

The Ombudsman recommends that:

1. City Council receives the Ombudsman's 2014 annual report for information.

Financial Impact

This report has no financial impact.

DECISION HISTORY

This is the Ombudsman's sixth annual report, reflecting the fifth full fiscal year of the office's work from January 1 to December 31, 2014.

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 corporations.

CONTENTS

The annual report includes the following information:

- Ombudsman's Message
- Making Changes to the System
- When Things Go Wrong
- Investigations
- People's Stories
- Engaging Communities
- Impact of the Ombudsman on the Toronto Public Service
- Six Things to Know about Your Ombudsman
- Story in Numbers
- Ward Map
- Financials and Ombudsman Team
- Feedback

The office handled 2,230 complaints in 2014. Of the complaints completed, five were in- depth formal investigations and one was a follow up report to an earlier systemic investigation. There were five investigations carried over into 2015.

CONTACT

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SIGNATURE

(Original signed)

Fiona Crean, Ombudsman

ATTACHMENTS

Office of the Ombudsman 2014 Annual Report