

**2015 Annual Report of the Toronto Ombudsman**

<b>Date:</b>	March 22, 2016
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

**SUMMARY**

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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**

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The Ombudsman recommends that:

1. City Council receives the Toronto Ombudsman's 2015 annual report for information.

**Financial Impact**

This report has no financial impact.

**DECISION HISTORY**

This is the Toronto Ombudsman's seventh annual report, reflecting the sixth full fiscal year of the office's work from January 1, 2015 to December 31, 2015.

**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:

- Message from the Interim Ombudsman
- Improving our City
- Investigations
- When Things Go Wrong
- Bill 8 – A Win for the Toronto Ombudsman
- People's Stories
- Engaging Communities / Financials
- Ombudsman Awards
- The Story in Numbers 2015
- City Wards
- Ombudsman Team
- Testimonials

The office handled 1,802 complaints in 2015. Seven investigations were completed, six of which were systemic reviews. The investigations completed in 2015 produced 48 recommendations resulting in improvements to the City's policies and procedures.

## **CONTACT**

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## **SIGNATURE**

(Original signed)

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Kwame Addo, Interim Ombudsman

## **ATTACHMENTS**

Office of the Toronto Ombudsman 2015 Annual Report