2015 Annual Report of the Toronto Ombudsman

Date: March 22, 2016
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:


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