

Listening

We make sure all voices are heard.

Investigating

We look into problems with City services independently and impartially.

Improving City Services

We help the City serve the public better by taking a constructive approach with City staff and reporting publicly on our work.

The Story in Numbers 2016



Percentage of complaints within our scope closed within 30 days



64 Stakeholder Outreach Sessions



5 Investigations in progress



Enquiries completed:
395



6,002 visits to our website



Complaints handled:
1,540



12 staff positions



Percentage of complaints within our scope that concerned the 10 divisions, agencies and corporations most often complained about



Percentage of complaints within our scope closed within 7 days

Our Impact: Changes at Toronto Paramedic Services



"Toronto Paramedic Services has benefited from the guidance and insight of the Ombudsman's Office which has demonstrated a clear desire to listen and learn about our work, and to advocate for the wellbeing of both our staff and the patients that we serve."

- Senior Executive, Toronto Paramedic Services