

2017 ANNUAL REPORT



Ombudsman
Toronto

Listening. Investigating. Improving City Services.

Presentation to Toronto City Council
April 26, 2018
Susan E. Opler, Ombudsman

Ombudsman +
11 Staff
Positions



7%
increase
from 2016



1,646
Complaints
Handled





521

Enquiries

17%
increase
from 2016



3

Investigations
Completed

45.1%

of Enquiries
closed within
7 days

65.6%

of Enquiries
closed within
30 days



9

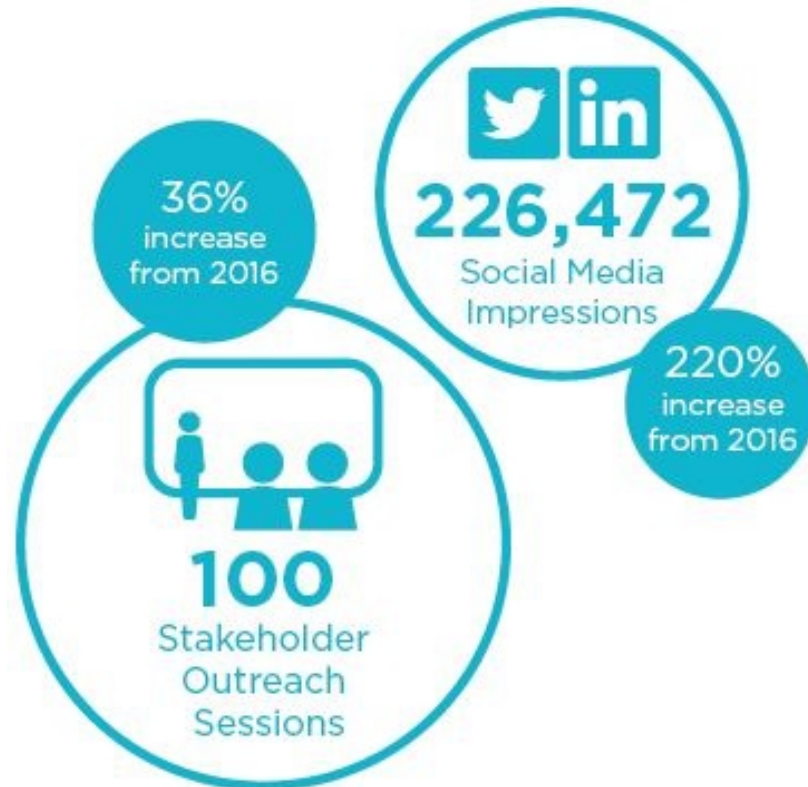
Public
Reports



65

Formal
Recommendations





How the public can make a complaint:

Any member of the public can bring a complaint to Ombudsman Toronto. Our services are fully accessible and confidential. There is no charge to complain to us.



Phone



Fax



Email



Mail

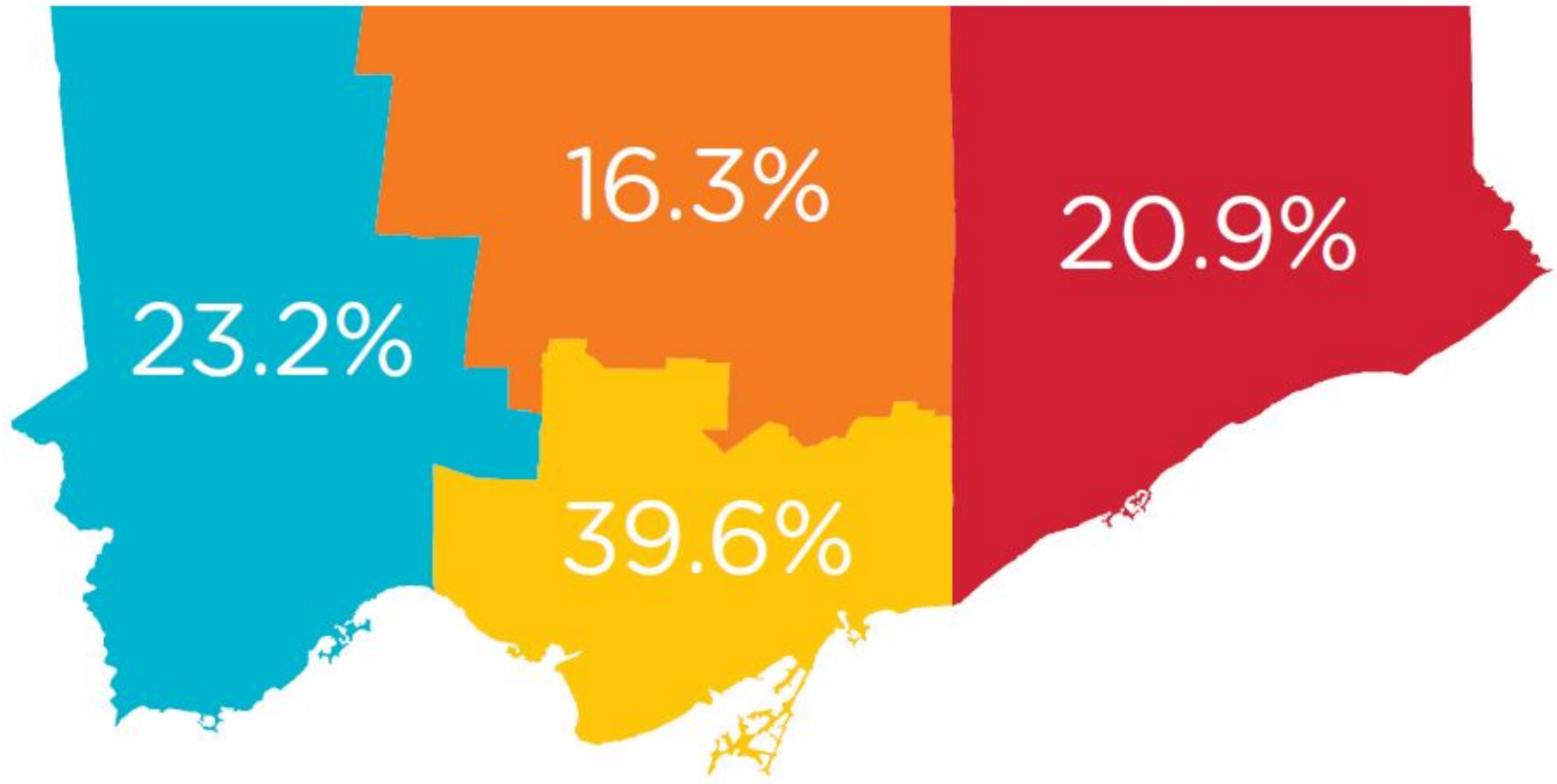


In Person



Online

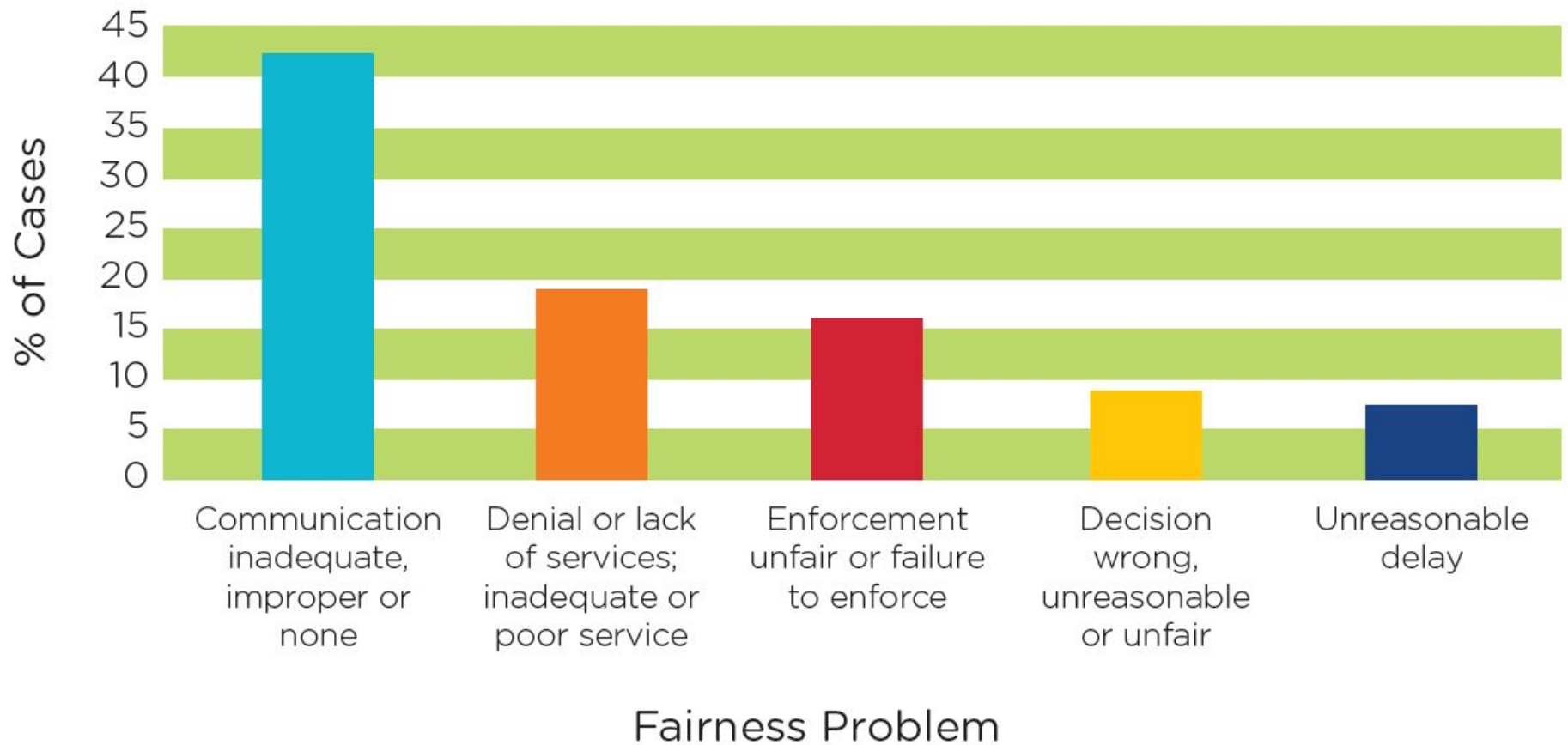
Where complaints came from in 2017:



What the public can expect from the City: Administrative Fairness



Top Five Fairness Problems



Enhancing Public Trust and Satisfaction

- Ombudsman Toronto's work - conducted independent of the City administration - makes our municipal government fairer and more humane.
- We show City staff what fairness in public services looks like, and hold them accountable in their duty to deliver on it.
- Recommendations from our Enquiries and Investigations directly result in City services that serve people better.



We welcome complaints from the public.

We welcome requests for consultation from City divisions, agencies corporations and local boards.

We welcome outreach requests from any source.

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 Ombudsman Toronto

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