

Ombudsman Toronto 2021 Annual Report

Date: April 29, 2022
To: City Council
From: Kwame Addo, Ombudsman

SUMMARY

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

RECOMMENDATIONS

The Ombudsman recommends that:

City Council receive the Ombudsman Toronto 2021 Annual Report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

This is Ombudsman Toronto's thirteenth annual report, detailing the work of the Ombudsman and his team to improve fairness in City services and administration. The report highlights the office's work from January 1, 2021 to December 31, 2021.

COMMENTS

The provincial *City of Toronto Act, 2006* requires Toronto to have an Ombudsman. The Ombudsman is independent of the Toronto public service and is an appointed officer of Toronto City Council. The Ombudsman's role is to investigate complaints and concerns about the administration of City government, including the work of its agencies, corporations and local boards.

Ombudsman Toronto welcomed a new Ombudsman, Kwame Addo, in August of 2021. The team at Ombudsman Toronto handled over 2,800 complaints, more than 90% of which were resolved within 30 days, and released three (3) public reports. Ombudsman Toronto also continued its commitment to outreach and engagement, increasing its public education activities by 47% from the previous year.

CONTACT

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SIGNATURE

(Original signed)

Kwame Addo
Ombudsman

ATTACHMENT

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