

## Ombudsman Toronto 2023 Annual Report

**Date:** June 19, 2024  
**To:** City Council  
**From:** Kwame Addo, Ombudsman

### 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 required to submit an annual report on the activities of his office directly to City Council.

### RECOMMENDATIONS

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The Ombudsman recommends that:

City Council receive the Ombudsman Toronto 2023 Annual Report, for information.

### FINANCIAL IMPACT

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This report has no financial impact.

### DECISION HISTORY

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This is Ombudsman Toronto's 15th 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, 2023 to December 31, 2023.

### COMMENTS

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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.

2024 marks the 15th anniversary of the opening of Ombudsman Toronto. It also highlights the invaluable role that our office has played in improving local government and the lives of countless individuals that have been positively impacted as a result.

In 2023, Ombudsman Toronto handled more than 3,500 complaints from the public, resolving 80% of them within 30 days. In addition to its complaint handling work, Ombudsman Toronto released its final investigation report on the City's clearing of encampments, as well as its investigation into Toronto Community Housing Corporation's Tenant Human Rights Complaints Process. The office also continued its commitment to outreach and engagement, increasing its public education activities by 35% from the previous year and exceeding our yearly target by 48%.

## **CONTACT**

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## **SIGNATURE**

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Kwame Addo  
Ombudsman

## **ATTACHMENT**

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