

## Ombudsman Toronto 2024 Annual Report

**Date:** June 17, 2025

**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 2024 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 16th 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, 2024, to December 31, 2024.

### 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.

In 2024, Ombudsman Toronto handled more than 4,900 complaints from the public, resolving 89% of them within 30 days. In addition to its complaint handling work, Ombudsman Toronto released three (3) investigation reports, which included the City's decision to stop allowing refugee claimants into base shelter system beds; the Toronto Police Service's communications about its Vulnerable Persons Registry; and an investigation into Toronto Hydro's process for managing customer-owned infrastructure such as hydro vaults.

The office also continued to build public awareness of its work, increasing public education activities by 9% from the previous year.

This report provides Members of Council and the public with an overview of our role and the work undertaken in 2024.

## **CONTACT**

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## **SIGNATURE**

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Kwame Addo  
Ombudsman

## **ATTACHMENT**

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