

Ombudsman Toronto 2025 Annual Report

Date: May 12, 2026

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 2025 Annual Report, for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

This is Ombudsman Toronto's 17th 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, 2025 to December 31, 2025.

COMMENTS

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 2025, Ombudsman Toronto handled over 4,000 cases, a 78 per cent increase since 2020. The office also released two public investigation reports examining the City's response to a rooming house fire and the handling of a resident's social assistance overpayments.

CONTACT

Kwame Addo
Ombudsman
Tel: 416-392-7061
Email: kwame.addo@toronto.ca

SIGNATURE



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Ombudsman

ATTACHMENT

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