

## Clerk

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**From:** Ombudsman Ontario <newsletter@ombudsman.on.ca>  
**Sent:** June 26, 2024 3:11 PM  
**To:** Clerk  
**Subject:** Ombudsman releases Annual Report today | L'Ombudman publie son Rapport annuel aujourd'hui

Ombudsman releases Annual Report today  
L'Ombudsman publie son Rapport annuel  
aujourd'hui

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*[La version française suit]*

## OUR 2023-2024 ANNUAL REPORT IS NOW AVAILABLE!



Ontario Ombudsman Paul Dubé's ninth Annual Report, released today, reflects record and near-record complaints in several areas of his jurisdiction, including those focused on the rights of vulnerable children, people with disabilities, inmates and Ontarians seeking services in French.

The Ombudsman received **27,030** cases – complaints and inquiries – in fiscal 2023-2024, and resolved **57%** of them in two weeks or less. The near-record case volume is up 10% from the previous year and is among the office's highest in decades – surpassed only by 2018-2019's total of 27,419.

**READ THE REPORT**

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## **SOCIAL SERVICES**

After living in hospital for eight years, a 56-year-old man with developmental disabilities got help to move to a supported living arrangement. In another case, the Ontario Disability Support Program paid a woman \$10,000 after her benefits were mistakenly suspended for more than a year.



[Read more about how we resolved complaints about the Ontario Disability Support Program, the Ontario Autism Program, the Family Responsibility Office, Ontario Works, developmental services, and other programs.](#)



## **LAW & ORDER**

Ombudsman staff visited correctional facilities and helped vulnerable inmates with issues related to overcrowding, medical care, segregation, incidents of use of force, and access to programs.

[See more examples of how we've resolved complaints related to corrections, policing, and administrative tribunals like the Landlord and Tenant Board.](#)

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## MUNICIPALITIES

The Ombudsman called on municipalities to remove fees for filing complaints to local integrity commissioners, and municipal administrators welcomed the Ombudsman's new best-practice resources about integrity commissioners and codes of conduct.



[Learn about how we also assisted Ontarians with issues with by-law enforcement, housing, municipal closed meetings, infrastructure and zoning, and more.](#)



## EDUCATION

A single mother of a child with special needs got a “life-changing” grant of \$11,000 from the Ontario Student Assistance Program after waiting nearly five years.

[Find out more about how we helped students and their families resolve issues with Ontario school boards, universities, colleges, and related Ministry of Education programs like OSAP.](#)

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## CHILDREN AND YOUTH

After doing a presentation at a group home, staff from our Children and Youth unit met privately with the young residents, several of whom raised concerns about their rights to privacy, safety, food and education not being respected.



After we shared these concerns, the Ministry of Children, Community and Social Services visited the home and found 50 areas of non-compliance with its licence. We followed up with all of the young people to ensure their concerns were addressed.

[Learn how we helped children and youth in care with problems related to foster homes, group homes or treatment placements, children’s aid societies, and youth justice facilities.](#)

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## FRENCH LANGUAGE SERVICES

Thanks to help from our French Language Services Unit, a blind Francophone man now receives documents from a health centre that are accessible and in French.

[Read more about the unprecedented 511 cases our French Language Services Unit received in fiscal 2023-2024.](#)

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*“[Your Early Resolution Officer’s] willingness to assist me was so welcoming after the terrible experience I had gone through. She listened, provided me with some comforting words and followed up with [the agency]. What an amazing experience with someone who finally understood the importance of my situation.”*

*– Letter from complainant, spring 2024*

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*[The English version precedes]*

**NOTRE RAPPORT ANNUEL 2023-2024  
EST MAINTENANT DISPONIBLE!**