

2011/12 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Files Open as of 01-Apr-2011	Requests for Information or Assistance	Files Received	Files Closed								Files Open as of 31-Mar-2012
				Assistance and/or Referral	Declined (s.10, 11)	Refused/ Ceased (discretion) (s.13)	Settled under s.14 (s.13(f))	Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed	
Ministries	358	652	2463	1034	91	981	295	174	2	2577	2506	315
Aboriginal Relations & Reconciliation	0	0	1	1	0	0	0	0	0	1	1	0
Advanced Education	2	0	17	13	0	4	1	0	0	18	18	1
Agriculture	0	0	2	1	0	1	0	0	0	2	2	0
Attorney General	5	14	126	50	1	65	13	7	0	136	131	0
Children and Family Development	119	30	548	202	8	336	32	34	0	612	591	76
Citizen's Services	1	0	0	0	0	0	0	0	0	0	0	1
Community, Sport and Cultural Development	3	1	5	1	0	4	0	0	0	5	5	3
Education	0	1	14	5	1	1	1	1	0	9	9	5
Energy and Mines	26	203	115	71	0	36	4	6	1	118	115	26
Environment	5	1	24	14	0	6	2	3	0	25	25	4
Finance	18	14	101	46	2	27	17	17	0	109	101	18
Forests, Lands and Natural Resource Operations	14	3	40	9	0	14	5	7	0	35	31	23
Health	28	39	141	74	1	30	37	7	1	150	149	20
Jobs, Tourism and Innovation	2	1	0	0	0	1	0	1	0	2	2	0
Justice	14	11	140	44	0	31	6	5	0	86	86	68
Labour, Citizen's Services and Open Government	6	167	33	15	0	11	7	3	0	36	35	4
Natural Resource Operations	1	0	0	0	0	0	0	0	0	0	0	1
Public Safety and Solicitor General	50	78	302	147	2	139	36	39	0	363	352	0
Science and Universities	1	0	0	0	0	0	0	0	0	0	0	1
Social Development	53	83	830	331	76	271	129	39	0	846	829	54
Transportation and Infrastructure	10	6	24	10	0	4	5	5	0	24	24	10
Commissions and Boards	117	426	674	371	14	197	75	56	0	713	692	99
Agricultural Land Commission	6	0	5	5	0	2	1	3	0	11	10	1
BC Farm Industry Review Board	1	0	2	1	0	0	0	1	0	2	2	1
BC Housing	6	11	84	42	0	36	0	6	0	84	82	8
BC Safety Authority	0	0	3	2	0	0	0	1	0	3	3	0
BC Securities Commission	0	0	2	1	0	1	0	0	0	2	2	0
BC Utilities Commission	4	25	16	10	0	3	2	1	0	16	16	4
College Pension Board of Trustees	1	0	0	0	0	1	0	0	0	1	1	0
Consumer Protection BC	1	192	9	8	0	1	0	0	0	9	9	1

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Coroners Service	2	1	6	2	0	2	2	0	0	6	6	2	
Emergency Medical Assistants Licensing Board	8	0	4	1	0	1	2	0	0	4	4	8	
Emergency and Health Services Commission	3	0	11	2	0	8	2	1	0	13	13	1	
Employment Standards Tribunal	1	2	3	2	0	1	0	0	0	3	3	1	
Employment and Assistance Appeal Tribunal	5	0	19	4	0	13	0	1	0	18	18	6	
Environmental Appeal Board	0	0	1	0	0	1	0	0	0	1	1	0	
Financial Institutions Commission	1	44	5	2	0	3	1	0	0	6	5	1	
Health Professions Review Board	0	0	6	3	0	0	0	0	0	3	3	3	
Human Rights Tribunal	7	43	13	9	0	10	1	0	0	20	19	1	
Insurance Council of BC	0	0	2	1	0	0	1	0	0	2	2	0	
Labour Relations Board	0	51	13	9	0	3	0	0	0	12	12	1	
Land Title and Survey Authority	5	1	10	5	0	5	2	1	0	13	13	2	
Mediation and Arbitration Board	0	0	1	0	0	0	0	0	0	0	0	1	
Medical Services Commission	0	0	3	3	0	0	0	0	0	3	3	0	
Motor Vehicle Sales Authority of BC	3	22	3	1	0	1	0	3	0	5	5	1	
Municipal Pension Board of Trustees	0	0	2	0	0	1	0	1	0	2	2	0	
Passenger Transportation Board	1	0	1	0	0	0	1	2	0	3	2	0	
Pension Corporation	0	2	6	2	0	3	0	1	0	6	6	0	
Premier's Office	0	0	11	8	0	2	1	0	0	11	11	0	
Private Career Training Institutions Agency	1	11	13	5	0	1	1	0	0	7	7	7	
Property Assessment Appeal Board	0	0	1	0	0	0	0	0	0	0	0	1	
Public Guardian and Trustee	11	14	113	54	0	30	15	6	0	105	101	23	
Public Service Pension Board of Trustees	0	0	1	0	0	1	0	0	0	1	1	0	
Real Estate Council	1	6	6	3	0	1	1	0	0	5	5	2	
Teachers' Pension Board of Trustees	0	0	1	0	0	0	0	0	0	0	0	1	
Translink	3	0	8	6	0	2	3	1	0	12	11	0	
West Shore Parks and Recreation Society	1	0	0	0	0	0	1	0	0	1	1	0	
Workers' Compensation Appeal Tribunal	8	0	24	14	0	10	1	6	0	31	30	2	
Workers' Compensation Board	37	1	266	166	14	54	37	21	0	292	283	20	
Crown Corporations	49	95	540	206	2	238	24	39	1	510	500	89	
BC Assessment	8	3	14	8	0	9	0	1	0	18	18	4	
BC Hydro and Power Authority	5	37	192	65	0	76	7	12	0	160	158	39	

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BC Lottery Corporation	1	0	6	4	0	2	0	0	1	7	7	0	
BC Pavilion Corporation	1	0	6	2	0	0	0	0	0	2	2	5	
BC Transit	0	0	8	5	0	2	1	0	0	8	8	0	
BC Transmission Corporation	1	0	0	0	0	0	0	0	0	0	0	1	
British Columbia Railway Company	0	0	2	1	0	1	0	0	0	2	2	0	
Community Living BC	7	2	36	15	0	8	4	2	0	29	29	14	
Homeowner Protection Office	0	1	2	1	0	1	0	0	0	2	2	0	
ICBC	25	51	274	105	2	139	12	23	0	281	273	26	
Oil and Gas Commission	1	1	0	0	0	0	0	1	0	1	1	0	
Municipalities	77	24	219	73	0	127	11	17	0	228	227	69	
City of Abbotsford	9	1	6	1	0	5	0	0	0	6	6	9	
City of Burnaby	0	0	6	1	0	3	0	0	0	4	4	2	
City of Campbell River	0	0	4	2	0	1	0	0	0	3	3	1	
City of Castlegar	0	0	2	0	0	2	0	0	0	2	2	0	
City of Chilliwack	0	1	5	0	0	3	0	0	0	3	3	2	
City of Colwood	1	0	0	0	0	1	0	0	0	1	1	0	
City of Courtenay	1	0	3	0	0	1	0	1	0	2	2	2	
City of Cranbrook	0	0	1	0	0	0	0	0	0	0	0	1	
City of Dawson Creek	0	0	4	0	0	2	0	0	0	2	2	2	
City of Fort St. John	1	0	0	0	0	1	0	0	0	1	1	0	
City of Kamloops	2	0	1	0	0	2	0	1	0	3	3	0	
City of Kelowna	4	1	10	3	0	4	0	0	0	7	7	7	
City of Kimberley	0	2	1	1	0	0	0	0	0	1	1	0	
City of Langford	1	0	1	1	0	1	0	0	0	2	2	0	
City of Merritt	0	1	0	0	0	0	0	0	0	0	0	0	
City of Nanaimo	1	0	7	3	0	2	1	0	0	6	6	2	
City of Nelson	0	0	1	0	0	0	0	0	0	0	0	1	
City of New Westminster	1	1	3	3	0	1	0	0	0	4	4	0	
City of North Vancouver	0	1	0	0	0	0	0	0	0	0	0	0	
City of Parksville	0	0	5	2	0	2	1	0	0	5	5	0	
City of Penticton	0	1	2	2	0	0	0	0	0	2	2	0	
City of Pitt Meadows	0	0	1	0	0	1	0	0	0	1	1	0	

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City of Powell River	2	1	3	2	0	2	0	0	0	0	4	4	1
City of Prince George	1	0	7	3	0	4	0	0	0	0	7	7	1
City of Revelstoke	0	0	3	1	0	1	0	0	0	0	2	2	1
City of Richmond	2	1	1	0	0	2	0	1	0	0	3	3	0
City of Rossland	0	0	1	0	0	1	0	0	0	0	1	1	0
City of Salmon Arm	4	1	3	1	0	3	0	0	0	0	4	4	3
City of Surrey	6	4	10	3	0	6	1	1	0	0	11	11	5
City of Terrace	1	0	0	0	0	0	0	0	0	0	0	0	1
City of Trail	0	0	1	0	0	1	0	0	0	0	1	1	0
City of Vancouver	3	3	21	9	0	10	1	2	0	0	22	22	2
City of Vernon	1	0	3	2	0	0	0	1	0	0	3	3	1
City of Victoria	0	2	12	4	0	7	0	1	0	0	12	12	0
City of White Rock	1	0	3	0	0	2	2	0	0	0	4	4	0
Corporation of Delta	1	0	1	1	0	0	0	1	0	0	2	2	0
District of Central Saanich	0	0	7	1	0	2	0	0	0	0	3	3	4
District of Coldstream	0	0	3	0	0	2	0	0	0	0	2	2	1
District of Invermere	0	0	1	0	0	0	0	1	0	0	1	1	0
District of Lake Country	1	0	0	0	0	0	0	0	0	0	0	0	1
District of Lantzville	0	0	3	0	0	2	0	0	0	0	2	2	1
District of Lillooet	0	0	1	1	0	0	0	0	0	0	1	1	0
District of Maple Ridge	1	0	2	1	0	1	0	0	0	0	2	2	1
District of Mission	3	0	0	0	0	1	0	1	0	0	2	2	1
District of New Hazelton	0	0	1	1	0	0	0	0	0	0	1	1	0
District of North Vancouver	0	0	1	0	0	1	0	0	0	0	1	1	0
District of Oak Bay	1	0	0	0	0	1	0	0	0	0	1	1	0
District of Peachland	0	0	4	1	0	2	0	0	0	0	3	3	1
District of Saanich	2	0	10	3	0	7	0	0	0	0	10	10	2
District of Sechelt	1	0	4	3	0	2	0	0	0	0	5	5	0
District of Sicamous	0	0	2	1	0	1	0	0	0	0	2	2	0
District of Sooke	2	0	1	0	0	1	1	1	0	0	3	3	0
District of Sparwood	0	0	1	0	0	0	1	0	0	0	1	1	0
District of Squamish	0	0	2	0	0	0	0	1	0	0	1	1	1

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District of Tofino	0	0	1	1	0	0	0	0	0	0	1	1	0
District of West Kelowna (Westside)	2	0	1	0	0	1	0	1	0	0	2	2	1
District of West Vancouver	1	0	2	0	0	3	0	0	0	0	3	3	0
Municipality of North Cowichan	0	0	4	2	0	1	0	0	0	0	3	3	1
Resort Municipality of Whistler	3	0	1	1	0	3	0	0	0	0	4	4	0
Sun Peaks Mountain Resort Municipality	1	0	0	0	0	1	0	0	0	0	1	1	0
Town of Comox	0	0	2	1	0	1	0	0	0	0	2	2	0
Town of Ladysmith	0	0	1	0	0	1	0	0	0	0	1	1	0
Town of Oliver	0	0	1	0	0	1	0	0	0	0	1	1	0
Town of Osoyoos	0	0	3	1	0	1	1	0	0	0	3	3	0
Town of Princeton	0	1	0	0	0	0	0	0	0	0	0	0	0
Town of Sidney	0	0	1	1	0	0	0	0	0	0	1	1	0
Town of Smithers	1	1	1	0	0	2	0	0	0	0	2	2	0
Town of View Royal	0	0	2	0	0	0	0	0	0	0	0	0	2
Township of Esquimalt	0	0	1	0	0	1	0	0	0	0	1	1	0
Township of Langley	6	1	6	2	0	7	0	2	0	0	11	11	1
Village of Anmore	1	0	1	0	0	0	0	0	0	0	0	0	2
Village of Granisle	1	0	3	1	0	1	0	0	0	0	2	2	2
Village of Kaslo	0	0	4	0	0	3	0	0	0	0	3	3	1
Village of Keremeos	4	0	1	0	0	2	1	0	0	0	3	3	2
Village of Lions Bay	0	0	1	1	0	0	0	0	0	0	1	1	0
Village of McBride	0	0	1	1	0	0	0	0	0	0	1	1	0
Village of Montrose	0	0	1	1	0	0	0	0	0	0	1	1	0
Village of Silverton	1	0	0	0	0	0	0	1	0	0	1	1	0
Village of Tahsis	2	0	3	2	0	3	1	0	0	0	6	5	0
Village of Telkwa	0	0	2	1	0	1	0	0	0	0	2	2	0
Regional Districts	16	6	73	25	1	37	6	7	0	76	73	16	
Alberni-Clayoquot	0	0	2	0	0	1	1	0	0	0	2	2	0
Capital	1	0	8	2	0	3	2	1	0	0	8	7	2
Cariboo	1	0	1	0	0	2	0	0	0	0	2	2	0
Central Coast	2	0	0	0	0	0	0	0	0	0	0	0	2
Columbia-Shuswap	0	1	1	1	0	0	0	0	0	0	1	1	0

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Comox Valley	0	0	2	0	0	2	0	0	0	2	2	0
Cowichan Valley	3	0	4	1	0	4	0	3	0	8	6	1
Fraser Valley	0	0	2	0	0	2	0	0	0	2	2	0
Metro Vancouver	0	0	6	3	0	2	1	0	0	6	6	0
Peace River	0	1	1	1	0	0	0	0	0	1	1	0
Okanagan-Similkameen	0	1	3	2	0	1	0	0	0	3	3	0
Central Kootenay	2	1	6	4	0	2	1	0	0	7	7	1
Central Okanagan	0	0	4	1	0	2	0	0	0	3	3	1
East Kootenay	1	0	4	1	0	3	0	1	0	5	5	0
Fraser-Fort George	1	0	4	1	1	2	1	0	0	5	5	0
Kitimat-Stikine	1	0	0	0	0	0	0	0	0	0	0	1
Kootenay Boundary	0	0	1	0	0	1	0	0	0	1	1	0
Mount Waddington	1	0	1	0	0	1	0	0	0	1	1	1
Nanaimo	0	1	11	5	0	4	0	0	0	9	9	2
Squamish-Lillooet	2	0	1	0	0	0	0	2	0	2	2	1
Strathcona	0	0	5	0	0	3	0	0	0	3	3	2
Sunshine Coast	0	0	1	0	0	0	0	0	0	0	0	1
Thompson-Nicola	1	1	5	3	0	2	0	0	0	5	5	1
Islands Trust	2	0	6	2	0	3	0	2	0	7	7	1
Improvement Districts	5	1	13	4	0	3	2	1	0	10	9	9
Allison Lake Improvement District	0	1	0	0	0	0	0	0	0	0	0	0
Bridesville Waterworks District	0	0	1	1	0	0	0	0	0	1	1	0
Cherry Creek Waterworks District	0	0	1	1	0	0	0	0	0	1	1	0
Clearbrook Waterworks District	1	0	0	0	0	0	0	0	0	0	0	1
Gabriola Fire Protection District	0	0	2	1	0	0	0	0	0	1	1	1
Glenmore-Ellison Improvement District	0	0	1	1	0	0	0	0	0	1	1	0
North Cedar Improvement District	1	0	1	0	0	0	0	0	0	0	0	2
Ocean Falls Improvement District	0	0	1	0	0	1	0	0	0	1	1	0
Razor Point Improvement District	0	0	1	0	0	0	0	0	0	0	0	1
Seagirt Waterworks District	1	0	0	0	0	0	1	0	0	1	1	0
Sointula Waterworks District	1	0	0	0	0	0	1	0	0	1	1	0

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Union Bay Improvement District	1	0	4	0	0	1	0	0	0	0	1	1	4
Wynndel Irrigation District	0	0	1	0	0	1	0	1	0	0	2	1	0
Libraries	1	0	3	0	0	1	0	1	0	0	2	2	2
Gibsons & District Public Library	0	0	1	0	0	1	0	0	0	0	1	1	0
Greater Victoria Public Library	1	0	0	0	0	0	0	1	0	0	1	1	0
Vancouver Island Regional Library	0	0	2	0	0	0	0	0	0	0	0	0	2
Parks Boards	24	0	1	1	0	0	24	0	0	0	25	25	0
Cultus Lake Park Board	24	0	1	1	0	0	24	0	0	0	25	25	0
Schools and School Boards	13	1	63	26	2	24	2	3	0	0	57	56	20
School District 05 (Southeast Kootenay)	0	0	1	1	0	0	0	0	0	0	1	1	0
School District 08 (Kootenay Lake)	1	0	2	1	1	0	0	0	0	0	2	2	1
School District 22 (Vernon)	2	0	2	0	0	2	1	0	0	0	3	3	1
School District 23 (Central Okanagan)	1	1	2	2	0	0	0	1	0	0	3	3	0
School District 28 (Quesnel)	0	0	3	2	0	1	0	0	0	0	3	3	0
School District 33 (Chilliwack)	0	0	2	1	0	0	0	0	0	0	1	1	1
School District 34 (Abbotsford)	0	0	1	0	0	0	0	0	0	0	0	0	1
School District 35 (Langley)	1	0	0	0	0	1	0	0	0	0	1	1	0
School District 36 (Surrey)	1	0	5	3	0	1	0	2	0	0	6	5	1
School District 37 (Delta)	0	0	1	0	0	1	0	0	0	0	1	1	0
School District 38 (Richmond)	0	0	1	0	0	1	0	0	0	0	1	1	0
School District 39 (Vancouver)	0	0	2	1	0	0	0	0	0	0	1	1	1
School District 40 (New Westminster)	0	0	2	0	0	1	0	0	0	0	1	1	1
School District 41 (Burnaby)	1	0	1	0	0	0	0	0	0	0	0	0	2
School District 43 (Coquitlam)	0	0	3	0	0	0	0	0	0	0	0	0	3
School District 44 (North Vancouver)	0	0	1	0	0	0	0	0	0	0	0	0	1
School District 47 (Powell River)	0	0	1	1	0	0	0	0	0	0	1	1	0
School District 54 (Bulkley Valley)	0	0	1	0	0	1	0	0	0	0	1	1	0
School District 57 (Prince George)	1	0	2	1	0	2	0	0	0	0	3	3	0
School District 60 (Peace River North)	0	0	1	0	0	0	0	0	0	0	0	0	1
School District 61 (Greater Victoria)	0	0	6	3	0	3	0	0	0	0	6	6	0
School District 62 (Sooke)	0	0	2	0	0	1	0	0	0	0	1	1	1

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Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Files Open as of 01-Apr-2011	Requests for Information or Assistance	Files Received	Files Closed								Files Open as of 31-Mar-2012	
				Assistance and/or Referral	Declined (s.10, 11)	Refused/ Ceased (discretion) (s.13)	Settled under s.14 (s.13(f))	Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed		
School District 63 (Saanich)	0	0	2	1	0	0	0	0	0	0	1	1	1
School District 67 (Okanagan Skaha)	0	0	1	1	0	0	0	0	0	0	1	1	0
School District 68 (Nanaimo-Ladysmith)	1	0	3	0	1	2	0	0	0	0	3	3	1
School District 69 (Qualicum)	0	0	3	2	0	0	0	0	0	0	2	2	1
School District 70 (Alberni)	0	0	2	1	0	0	1	0	0	0	2	2	0
School District 71 (Comox Valley)	2	0	1	0	0	2	0	0	0	0	2	2	1
School District 75 (Mission)	0	0	3	3	0	0	0	0	0	0	3	3	0
School District 79 (Cowichan Valley)	1	0	0	0	0	1	0	0	0	0	1	1	0
School District 83 (North Okanagan-Shuswap)	0	0	4	2	0	2	0	0	0	0	4	4	0
School District 85 (Vancouver Island North)	0	0	1	0	0	0	0	0	0	0	0	0	1
School District 93 (Conseil Scolaire Francophone)	1	0	1	0	0	2	0	0	0	0	2	2	0
Universities	9	4	20	10	0	11	3	2	0	26	26	3	
Capilano University	0	1	0	0	0	0	0	0	0	0	0	0	0
Emily Carr University	1	0	1	0	0	1	1	0	0	0	2	2	0
Kwantlen Polytechnic University	1	0	5	1	0	3	1	0	0	0	5	5	1
Royal Roads University	1	0	0	0	0	0	1	0	0	0	1	1	0
Thompson Rivers University	1	1	2	1	0	2	0	0	0	0	3	3	0
University of British Columbia	2	1	7	3	0	2	0	2	0	0	7	7	2
University of Northern BC	0	0	2	2	0	0	0	0	0	0	2	2	0
University of Victoria	1	1	3	3	0	1	0	0	0	0	4	4	0
University of the Fraser Valley	1	0	0	0	0	1	0	0	0	0	1	1	0
Vancouver Island University	1	0	0	0	0	1	0	0	0	0	1	1	0
Colleges	4	0	24	13	1	6	5	3	0	28	26	2	
BC Institute of Technology	1	0	2	1	0	1	1	0	0	0	3	3	0
College of New Caledonia	0	0	2	2	0	0	0	0	0	0	2	2	0
College of the Rockies	0	0	1	0	0	1	0	1	0	0	2	1	0
Douglas College	2	0	3	2	0	2	2	0	0	0	6	5	0
Langara College	0	0	2	0	1	0	0	1	0	0	2	2	0
North Island College	0	0	2	1	0	0	0	0	0	0	1	1	1
Northern Lights College	0	0	7	4	0	0	1	1	0	0	6	6	1
Okanagan College	0	0	2	1	0	0	1	0	0	0	2	2	0

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				Assistance and/or Referral	Declined (s.10, 11)	Refused/ Ceased (discretion) (s.13)	Settled under s.14 (s.13(f))	Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed		
Vancouver Community College	1	0	3	2	0	2	0	0	0	0	4	4	0
Professional Associations	31	161	136	82	1	39	8	9	0	0	139	139	28
Applied Science Technologists & Technicians of BC	1	0	2	2	0	1	0	0	0	0	3	3	0
Architectural Institute of BC	0	0	2	2	0	0	0	0	0	0	2	2	0
Assoc. of Professional Engineers & Geoscientists	2	0	1	1	0	0	0	2	0	0	3	3	0
British Columbia College of Social Workers	1	0	0	0	0	0	0	0	0	0	0	0	1
Certified General Accountants Association of BC	0	4	1	0	0	1	0	0	0	0	1	1	0
College of Chiropractors of BC	0	0	2	1	0	0	0	0	0	0	1	1	1
College of Dental Surgeons of BC	2	5	1	1	0	0	2	0	0	0	3	3	0
College of Denturists of BC	0	1	0	0	0	0	0	0	0	0	0	0	0
College of Licensed Practical Nurses of BC	1	1	3	1	0	2	0	1	0	0	4	4	0
College of Massage Therapists of BC	0	1	1	0	0	0	0	0	0	0	0	0	1
College of Opticians of BC	0	0	1	0	0	0	0	0	0	0	0	0	1
College of Optometrists of BC	0	1	2	1	0	0	0	0	0	0	1	1	1
College of Pharmacists of BC	0	3	1	0	0	1	0	0	0	0	1	1	0
College of Physicians and Surgeons of BC	4	73	45	35	1	10	3	0	0	0	49	49	0
College of Psychologists of BC	0	1	0	0	0	0	0	0	0	0	0	0	0
College of Registered Nurses of British Columbia	0	8	1	0	0	0	0	0	0	0	0	0	1
College of Registered Psychiatric Nurses of BC	1	0	2	0	0	1	0	0	0	0	1	1	2
College of Speech and Hearing Health Professionals of BC	0	0	2	2	0	0	0	0	0	0	2	2	0
College of Teachers	0	0	1	1	0	0	0	0	0	0	1	1	0
College of Traditional Chinese Medicine Practitioners & Acupuncturists of BC	0	0	4	1	0	1	0	0	0	0	2	2	2
College of Veterinarians of BC	2	0	1	0	0	2	0	0	0	0	2	2	1
Institute of Chartered Accountants of BC	2	0	4	2	0	1	1	0	0	0	4	4	2
Law Society of British Columbia	15	63	58	31	0	19	2	6	0	0	58	58	15
Society of Notaries Public	0	0	1	1	0	0	0	0	0	0	1	1	0
Health Authorities	272	45	340	202	2	254	34	17	50	0	559	510	102
Fraser Health Authority	66	12	64	40	1	54	6	2	16	0	119	99	31
Interior Health Authority	44	14	68	40	0	45	5	4	1	0	95	93	19
Northern Health Authority	15	1	20	8	0	19	2	2	1	0	32	29	6

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				Assistance and/or Referral	Declined (s.10, 11)	Refused/ Ceased (discretion) (s.13)	Settled under s.14 (s.13(f))	Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed	
Provincial Health Services Authority	7	1	54	32	0	21	3	1	0	57	57	4
Vancouver Coastal Health Authority	32	9	47	30	1	24	9	1	1	66	64	15
Vancouver Island Health Authority	108	8	87	52	0	91	9	7	31	190	168	27
Jurisdictional Totals	978	1415	4575	2049	114	1921	489	331	53	4957	4798	755
Non-Jurisdictional Totals	1	1549	475	3	472	0	0	0	0	475	475	1
Grand Totals	979	2964	5050	2052	586	1921	489	331	53	5432	5273	756