

## 2014/15 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2014	Requests for Information or Assistance	Files Opened	Files Closed								Open Files as of 31-Mar-2015
				Assistance and/or Referral	Declined (s.10, 11)	Concluded (s.13)	Settled (s.14)	Findings Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed	
<b>Ministries</b>	<b>304</b>	<b>200</b>	<b>2718</b>	<b>806</b>	<b>50</b>	<b>1342</b>	<b>365</b>	<b>37</b>	<b>0</b>	<b>2600</b>	<b>2566</b>	<b>456</b>
Advanced Education	3	3	20	9	0	7	3	0	0	19	19	4
Agriculture	1	0	5	3	0	1	0	0	0	4	4	2
Children and Family Development	79	18	620	133	0	416	24	3	0	576	573	126
Community, Sport and Cultural Development	2	1	1	0	0	1	0	1	0	2	2	1
Education	3	2	24	19	1	3	1	1	0	25	25	2
Energy and Mines	3	0	8	4	0	3	2	0	0	9	9	2
Environment	4	3	18	10	0	3	1	2	0	16	16	6
Finance	16	1	103	44	1	30	10	3	0	88	88	31
Forests, Lands and Natural Resource Operations	15	1	44	21	0	11	5	1	0	38	36	23
Health	26	21	145	64	0	43	16	3	0	126	126	45
International Trade	0	0	2	1	0	0	0	0	0	1	1	1
Jobs, Tourism and Skills Training	2	21	23	12	0	5	3	1	0	21	21	4
Justice	58	21	520	164	3	308	22	5	0	502	499	79
Natural Gas Development	11	60	77	38	0	28	6	0	0	72	72	16
Social Development and Social Innovation	76	25	1061	265	45	468	266	15	0	1059	1034	103
Technology, Innovation and Citizens' Services	2	23	7	4	0	3	1	0	0	8	7	2
Transportation and Infrastructure	3	0	40	15	0	12	5	2	0	34	34	9
<b>Commissions and Boards</b>	<b>84</b>	<b>130</b>	<b>513</b>	<b>233</b>	<b>36</b>	<b>157</b>	<b>31</b>	<b>9</b>	<b>0</b>	<b>466</b>	<b>461</b>	<b>136</b>
Agricultural Land Commission	2	1	3	0	0	2	1	0	0	3	3	2
Auditor General for Local Government	0	0	1	1	0	0	0	0	0	1	1	0
BC Emergency Health Services	2	0	6	4	0	3	0	1	0	8	8	0
BC Farm Industry Review Board	0	0	2	1	0	0	0	0	0	1	1	1
BC Review Board	1	0	1	1	0	1	0	0	0	2	2	0
BC Safety Authority	1	0	2	1	0	2	0	0	0	3	3	0
BC Securities Commission	3	0	4	2	0	4	0	0	0	6	6	1
BC Utilities Commission	2	11	26	8	1	8	1	0	0	18	18	10
Consumer Protection BC	0	43	7	5	0	0	0	0	0	5	5	2
Coroners Service	2	0	6	2	0	0	3	0	0	5	5	3

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Emergency Medical Assistants Licensing Board	7	0	3	1	0	2	0	0	0	3	3	7
Employment Standards Tribunal	1	1	4	1	0	1	0	0	0	2	2	3
Employment and Assistance Appeal Tribunal	3	0	8	0	0	7	0	0	0	7	7	4
Financial Institutions Commission	3	12	5	2	0	3	2	0	0	7	7	1
Forest Practices Board	0	0	1	0	0	0	0	0	0	0	0	1
Health Professions Review Board	0	0	3	0	0	0	0	0	0	0	0	3
Human Rights Tribunal	3	3	16	7	0	6	0	1	0	14	14	5
Industry Training Authority	0	2	3	0	1	1	0	0	0	2	2	1
Insurance Council of BC	0	1	0	0	0	0	0	0	0	0	0	0
Labour Relations Board	1	18	9	7	0	2	0	0	0	9	9	1
Land Title and Survey Authority	0	0	5	1	0	0	1	0	0	2	2	3
Motor Vehicle Sales Authority of BC	1	14	6	1	0	3	0	0	0	4	4	3
Municipal Pension Board of Trustees	2	0	0	0	0	2	0	0	0	2	2	0
Pension Corporation	1	0	4	2	0	3	0	0	0	5	5	0
Premier's Office	0	3	1	1	0	0	0	0	0	1	1	0
Private Career Training Institutions Agency	8	1	14	4	0	5	3	0	0	12	12	10
Property Assessment Appeal Board	0	0	2	0	0	1	0	0	0	1	1	1
Public Guardian and Trustee	13	1	71	25	0	40	8	4	0	77	72	12
Real Estate Council	2	2	8	4	0	1	2	1	0	8	8	2
Surface Rights Board	0	0	1	0	0	1	0	0	0	1	1	0
TransLink	2	1	31	19	0	6	1	1	0	27	27	6
Workers' Compensation Appeal Tribunal	4	1	34	11	1	16	0	0	0	28	28	10
Workers' Compensation Board	20	15	226	122	33	37	9	1	0	202	202	44
<b>Crown Corporations</b>	<b>105</b>	<b>32</b>	<b>843</b>	<b>155</b>	<b>1</b>	<b>580</b>	<b>39</b>	<b>16</b>	<b>0</b>	<b>791</b>	<b>788</b>	<b>160</b>
BC Assessment	3	0	10	4	0	4	0	0	0	8	8	5
BC Housing	4	4	91	20	0	60	2	2	0	84	84	11
BC Hydro and Power Authority	52	18	360	50	0	267	22	7	0	346	346	66
BC Lottery Corporation	2	0	7	2	0	3	0	0	0	5	5	4
BC Pavilion Corporation	4	0	0	0	0	0	0	0	0	0	0	4

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BC Transit	0	0	4	2	0	1	1	0	0	4	4	0
British Columbia Railway Company	0	0	4	0	0	0	0	0	0	0	0	4
Community Living BC	12	1	22	4	0	13	2	0	0	19	18	16
ICBC	23	8	333	69	1	228	6	5	0	309	308	48
Oil and Gas Commission	0	1	3	2	0	1	0	0	0	3	3	0
Royal BC Museum	0	0	1	1	0	0	0	0	0	1	1	0
Transportation Investment Corporation	5	0	8	1	0	3	6	2	0	12	11	2
<b>Municipalities</b>	<b>94</b>	<b>9</b>	<b>266</b>	<b>56</b>	<b>0</b>	<b>183</b>	<b>19</b>	<b>13</b>	<b>0</b>	<b>271</b>	<b>259</b>	<b>101</b>
Bowen Island Municipality	1	0	2	0	0	2	0	0	0	2	2	1
City of Abbotsford	8	0	1	0	0	20	0	0	0	20	8	1
City of Burnaby	1	0	2	1	0	2	0	0	0	3	3	0
City of Campbell River	0	0	4	1	0	0	1	0	0	2	2	2
City of Castlegar	0	0	2	0	0	0	0	0	0	0	0	2
City of Chilliwack	0	0	6	1	0	3	0	0	0	4	4	2
City of Coquitlam	0	0	2	0	0	1	0	0	0	1	1	1
City of Courtenay	1	0	5	1	0	5	0	0	0	6	6	0
City of Cranbrook	4	0	3	0	0	2	0	0	0	2	2	5
City of Fernie	1	0	0	0	0	1	0	0	0	1	1	0
City of Fort St. John	0	0	2	1	0	1	0	0	0	2	2	0
City of Grand Forks	4	0	20	1	0	3	0	0	0	4	4	20
City of Greenwood	0	0	2	0	0	2	0	0	0	2	2	0
City of Kamloops	1	0	5	2	0	3	0	0	0	5	5	1
City of Kelowna	2	2	3	0	0	3	0	1	0	4	4	1
City of Kimberley	0	0	1	0	0	1	0	0	0	1	1	0
City of Langford	1	0	6	1	0	4	0	1	0	6	6	1
City of Maple Ridge	0	0	5	0	0	3	0	0	0	3	3	2
City of Merritt	3	0	1	1	0	2	0	0	0	3	3	1
City of Nanaimo	2	0	12	3	0	7	0	1	0	11	11	3
City of Nelson	0	1	1	0	0	1	0	0	0	1	1	0

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City of New Westminster	2	0	3	1	0	2	0	1	0	4	4	1
City of North Vancouver	1	0	6	1	0	4	0	1	0	6	6	1
City of Parksville	0	0	2	0	0	0	0	0	0	0	0	2
City of Penticton	0	0	2	0	0	1	0	0	0	1	1	1
City of Pitt Meadows	0	0	2	1	0	1	0	0	0	2	2	0
City of Port Alberni	0	0	3	1	0	2	0	0	0	3	3	0
City of Port Coquitlam	0	0	5	1	0	2	0	0	0	3	3	2
City of Port Moody	0	0	1	0	0	1	0	0	0	1	1	0
City of Powell River	0	0	3	0	0	2	1	0	0	3	3	0
City of Prince George	4	0	3	0	0	3	4	0	0	7	7	0
City of Revelstoke	1	0	1	1	0	1	0	0	0	2	2	0
City of Richmond	2	0	4	0	0	5	0	0	0	5	5	1
City of Salmon Arm	0	0	3	0	0	2	0	0	0	2	2	1
City of Surrey	3	2	10	1	0	9	0	0	0	10	10	3
City of Trail	1	0	3	0	0	3	0	0	0	3	3	1
City of Vancouver	10	0	24	10	0	11	2	0	0	23	23	11
City of Vernon	2	1	2	0	0	2	0	1	0	3	3	1
City of Victoria	1	2	6	2	0	2	0	0	0	4	4	3
City of White Rock	2	0	2	1	0	2	0	0	0	3	3	1
City of Williams Lake	1	0	0	0	0	1	0	0	0	1	1	0
Corporation of Delta	2	0	3	2	0	2	0	0	0	4	4	1
District of Central Saanich	1	0	1	0	0	1	0	1	0	2	2	0
District of Coldstream	2	0	1	0	0	2	0	1	0	3	3	0
District of Hope	0	0	1	1	0	0	0	0	0	1	1	0
District of Invermere	0	1	1	0	0	1	0	0	0	1	1	0
District of Kent	2	0	1	1	0	0	0	0	0	1	1	2
District of Kitimat	0	0	2	0	0	2	0	0	0	2	2	0
District of Lake Country	1	0	0	0	0	0	0	0	0	0	0	1
District of Lantzville	0	0	1	1	0	0	0	0	0	1	1	0

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District of Mackenzie	0	0	2	0	0	2	0	0	0	2	2	0
District of Mission	1	0	1	0	0	2	0	0	0	2	2	0
District of North Saanich	0	0	3	0	0	1	1	0	0	2	2	1
District of North Vancouver	2	0	8	1	0	5	0	1	0	7	7	3
District of Peachland	0	0	1	0	0	0	0	0	0	0	0	1
District of Port Edward	0	0	4	1	0	3	0	0	0	4	4	0
District of Saanich	1	0	6	0	0	5	1	0	0	6	6	1
District of Sechelt	0	0	4	1	0	2	1	0	0	4	4	0
District of Sicamous	0	0	1	0	0	1	0	0	0	1	1	0
District of Sooke	1	0	2	1	0	2	0	0	0	3	3	0
District of Squamish	0	0	3	1	0	2	0	0	0	3	3	0
District of Stewart	1	0	1	0	0	0	0	0	0	0	0	2
District of Summerland	1	0	1	0	0	1	0	1	0	2	2	0
District of Taylor	0	0	1	1	0	0	0	0	0	1	1	0
District of Tumbler Ridge	0	0	8	0	0	7	0	0	0	7	7	1
District of Ucluelet	0	0	1	0	0	0	0	0	0	0	0	1
District of West Kelowna (Westside)	2	0	2	0	0	3	0	0	0	3	3	1
District of West Vancouver	0	0	6	2	0	3	0	0	0	5	5	1
Municipality of North Cowichan	0	0	4	1	0	3	0	0	0	4	4	0
Resort Municipality of Whistler	1	0	1	0	0	1	0	0	0	1	1	1
Town of Comox	0	0	1	0	0	0	0	0	0	0	0	1
Town of Creston	0	0	1	0	0	1	0	0	0	1	1	0
Town of Gibsons	1	0	3	1	0	0	0	1	0	2	2	2
Town of Lake Cowichan	1	0	1	1	0	0	1	0	0	2	2	0
Town of Oliver	0	0	1	0	0	1	0	0	0	1	1	0
Town of Qualicum Beach	3	0	0	0	0	1	2	0	0	3	3	0
Town of Sidney	0	0	1	1	0	0	0	0	0	1	1	0
Town of Smithers	0	0	1	0	0	1	0	0	0	1	1	0
Town of View Royal	1	0	0	0	0	0	0	0	0	0	0	1

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Township of Langley	3	0	4	2	0	3	0	0	0	5	5	2
Village of Canal Flats	1	0	2	0	0	0	0	1	0	1	1	2
Village of Gold River	1	0	0	0	0	0	0	1	0	1	1	0
Village of Keremeos	1	0	1	1	0	1	0	0	0	2	2	0
Village of Lions Bay	0	0	1	0	0	0	1	0	0	1	1	0
Village of McBride	1	0	0	0	0	0	0	0	0	0	0	1
Village of Midway	0	0	2	0	0	0	1	0	0	1	1	1
Village of Port Alice	0	0	1	1	0	0	0	0	0	1	1	0
Village of Pouce Coupe	1	0	2	1	0	0	1	0	0	2	2	1
Village of Salmo	1	0	2	1	0	1	0	0	0	2	2	1
Village of Telkwa	1	0	0	0	0	0	1	0	0	1	1	0
Village of Valemount	1	0	0	0	0	1	0	0	0	1	1	0
Village of Warfield	0	0	1	0	0	0	1	0	0	1	1	0
<b>Regional Districts</b>	<b>15</b>	<b>2</b>	<b>94</b>	<b>27</b>	<b>0</b>	<b>53</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>85</b>	<b>85</b>	<b>24</b>
Alberni-Clayoquot Regional District	0	0	1	1	0	0	0	0	0	1	1	0
Capital Regional District	0	0	4	2	0	1	0	0	0	3	3	1
Cariboo Regional District	0	0	8	3	0	2	0	0	0	5	5	3
Central Coast Regional District	1	0	0	0	0	0	0	0	0	0	0	1
Columbia-Shuswap Regional District	4	0	4	0	0	7	0	0	0	7	7	1
Comox Valley Regional District	0	0	8	4	0	4	0	0	0	8	8	0
Cowichan Valley Regional District	0	0	1	0	0	1	0	0	0	1	1	0
Fraser Valley Regional District	0	0	1	0	0	1	0	0	0	1	1	0
Metro Vancouver	0	0	5	2	0	2	0	1	0	5	5	0
Peace River Regional District	0	0	1	1	0	0	0	0	0	1	1	0
Powell River Regional District	0	1	3	0	0	1	0	0	0	1	1	2
Regional District Okanagan-Similkameen	1	0	3	0	0	4	0	0	0	4	4	0
Regional District of Central Kootenay	2	0	10	3	0	5	0	0	0	8	8	4
Regional District of Central Okanagan	0	0	5	1	0	4	0	0	0	5	5	0
Regional District of East Kootenay	1	0	1	0	0	2	0	0	0	2	2	0

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Regional District of Fraser-Fort George	1	0	0	0	0	0	0	1	0	1	1	0
Regional District of Kitimat-Stikine	1	0	8	1	0	4	1	0	0	6	6	3
Regional District of Mount Waddington	0	0	3	2	0	0	0	0	0	2	2	1
Regional District of Nanaimo	2	1	9	1	0	8	1	0	0	10	10	1
Regional District of North Okanagan	0	0	6	4	0	1	0	0	0	5	5	1
Squamish-Lillooet Regional District	0	0	2	1	0	1	0	0	0	2	2	0
Strathcona Regional District	0	0	3	0	0	1	0	0	0	1	1	2
Sunshine Coast Regional District	1	0	7	1	0	3	1	0	0	5	5	3
Thompson-Nicola Regional District	1	0	1	0	0	1	0	0	0	1	1	1
<b>Islands Trust</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>Improvement Districts</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>13</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>10</b>	<b>5</b>
Braithwaite Estates Improvement District	1	0	0	0	0	1	0	0	0	1	1	0
Clearbrook Waterworks District	0	0	1	0	0	0	0	0	0	0	0	1
Gabriola Fire Protection District	1	0	0	0	0	1	0	0	0	1	1	0
Glade Irrigation District	0	0	1	0	0	1	0	0	0	1	1	0
Lexington Improvement District	0	0	1	1	0	0	0	0	0	1	1	0
Robson-Raspberry Improvement District	0	0	2	0	0	0	0	0	0	0	0	2
Saltspring Island Fire Protection District	0	0	1	0	0	0	0	0	0	0	0	1
St. Mary's Prairie Irrigation District	1	0	0	0	0	2	0	0	0	2	1	0
Union Bay Improvement District	4	0	0	0	0	7	5	0	0	12	4	0
Yarrow Waterworks District	0	0	2	0	0	1	0	0	0	1	1	1
<b>Libraries</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>
Burnaby Public Library	0	0	1	1	0	0	0	0	0	1	1	0
Greater Victoria Public Library	1	0	0	0	0	1	0	0	0	1	1	0
Vancouver Island Regional Library	2	0	0	0	0	2	0	0	0	2	2	0
Vancouver Public Library	0	0	3	3	0	0	0	0	0	3	3	0
<b>Parks Boards</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>4</b>
Cultus Lake Park Board	5	0	2	1	0	2	0	0	0	3	3	4

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				Assistance and/or Referral	Declined (s.10, 11)	Concluded (s.13)	Settled (s.14)	Findings Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed	
<b>Schools and School Boards</b>	<b>27</b>	<b>1</b>	<b>87</b>	<b>21</b>	<b>0</b>	<b>49</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>76</b>	<b>75</b>	<b>39</b>
School District 05 (Southeast Kootenay)	1	0	1	0	0	1	0	0	0	1	1	1
School District 08 (Kootenay Lake)	0	0	2	0	0	2	0	0	0	2	2	0
School District 19 (Revelstoke)	1	0	0	0	0	1	0	0	0	1	1	0
School District 23 (Central Okanagan)	1	0	2	1	0	2	0	0	0	3	3	0
School District 27 (Cariboo-Chilcotin)	0	0	1	1	0	0	0	0	0	1	1	0
School District 33 (Chilliwack)	1	0	1	0	0	2	0	0	0	2	2	0
School District 34 (Abbotsford)	0	0	2	0	0	1	0	0	0	1	1	1
School District 35 (Langley)	1	0	1	0	0	1	0	0	0	1	1	1
School District 36 (Surrey)	1	0	7	2	0	2	1	0	0	5	5	3
School District 37 (Delta)	0	0	1	0	0	0	1	0	0	1	1	0
School District 38 (Richmond)	0	0	1	0	0	0	0	0	0	0	0	1
School District 39 (Vancouver)	1	0	7	4	0	4	0	0	0	8	8	0
School District 40 (New Westminster)	3	0	2	1	0	2	0	0	0	3	3	2
School District 41 (Burnaby)	0	1	3	1	0	1	0	0	0	2	2	1
School District 43 (Coquitlam)	1	0	0	0	0	1	1	0	0	2	1	0
School District 44 (North Vancouver)	1	0	2	0	0	1	0	0	0	1	1	2
School District 46 (Sunshine Coast)	0	0	3	2	0	0	0	0	0	2	2	1
School District 50 (Haida Gwaii)	0	0	1	0	0	0	0	0	0	0	0	1
School District 53 (Okanagan Similkameen)	0	0	1	0	0	1	0	0	0	1	1	0
School District 54 (Bulkley Valley)	0	0	1	0	0	1	0	0	0	1	1	0
School District 57 (Prince George)	1	0	3	0	0	0	0	0	0	0	0	4
School District 58 (Nicola-Similkameen)	0	0	1	0	0	0	0	0	0	0	0	1
School District 59 (Peace River South)	0	0	1	1	0	0	0	0	0	1	1	0
School District 60 (Peace River North)	0	0	1	0	0	1	0	0	0	1	1	0
School District 61 (Greater Victoria)	1	0	1	0	0	1	0	0	0	1	1	1
School District 62 (Sooke)	4	0	3	0	0	4	0	0	0	4	4	3
School District 63 (Saanich)	0	0	2	0	0	0	0	0	0	0	0	2
School District 67 (Okanagan Skaha)	1	0	3	1	0	3	0	0	0	4	4	0



## 2014/15 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2014	Requests for Information or Assistance	Files Opened	Files Closed								Open Files as of 31-Mar-2015
				Assistance and/or Referral	Declined (s.10, 11)	Concluded (s.13)	Settled (s.14)	Findings Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed	
School District 68 (Nanaimo-Ladysmith)	7	0	2	0	0	7	0	1	0	8	8	1
School District 69 (Qualicum)	0	0	17	2	0	7	0	0	0	9	9	8
School District 70 (Alberni)	0	0	3	2	0	0	1	0	0	3	3	0
School District 71 (Comox Valley)	0	0	2	0	0	0	0	0	0	0	0	2
School District 75 (Mission)	0	0	1	0	0	0	0	0	0	0	0	1
School District 79 (Cowichan Valley)	0	0	1	0	0	0	0	0	0	0	0	1
School District 82 (Coast Mountains)	0	0	1	1	0	0	0	0	0	1	1	0
School District 83 (North Okanagan-Shuswap)	0	0	1	0	0	1	0	0	0	1	1	0
School District 91 (Nechako Lakes)	1	0	2	1	0	0	1	0	0	2	2	1
School District 93 (Conseil Scolaire Francophone)	0	0	3	1	0	2	0	0	0	3	3	0
<b>Universities</b>	<b>2</b>	<b>2</b>	<b>34</b>	<b>13</b>	<b>0</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>25</b>	<b>11</b>
Capilano University	0	1	3	1	0	1	0	0	0	2	2	1
Kwantlen Polytechnic University	0	0	1	0	0	1	0	0	0	1	1	0
Royal Roads University	0	0	2	0	0	1	0	0	0	1	1	1
Simon Fraser University	0	0	4	2	0	0	1	0	0	3	3	1
Thompson Rivers University	1	0	5	2	0	3	0	0	0	5	5	1
University of British Columbia	0	0	7	3	0	2	0	0	0	5	5	2
University of Northern BC	0	1	5	2	0	0	0	0	0	2	2	3
University of Victoria	0	0	5	1	0	2	0	0	0	3	3	2
University of the Fraser Valley	1	0	1	1	0	0	1	0	0	2	2	0
Vancouver Island University	0	0	1	1	0	0	0	0	0	1	1	0
<b>Colleges</b>	<b>3</b>	<b>0</b>	<b>30</b>	<b>14</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>22</b>	<b>11</b>
BC Institute of Technology	1	0	3	1	0	1	0	0	0	2	2	2
Camosun College	0	0	6	5	0	1	0	0	0	6	6	0
College of the Rockies	0	0	3	1	0	0	0	0	0	1	1	2
Douglas College	0	0	3	0	0	1	0	0	0	1	1	2
Justice Institute of BC	0	0	5	2	0	1	0	0	0	3	3	2
Langara College	1	0	1	0	0	1	1	0	0	2	2	0
North Island College	1	0	2	2	0	1	1	0	0	4	3	0

## 2014/15 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2014	Requests for Information or Assistance	Files Opened	Files Closed								Open Files as of 31-Mar-2015	
				Assistance and/or Referral	Declined (s.10, 11)	Concluded (s.13)	Settled (s.14)	Findings Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed		
Northern Lights College	0	0	3	3	0	0	0	0	0	0	3	3	0
Northwest Community College	0	0	1	0	0	0	0	0	0	0	0	0	1
Okanagan College	0	0	1	0	0	1	0	0	0	0	1	1	0
Selkirk College	0	0	1	0	0	0	0	0	0	0	0	0	1
Vancouver Community College	0	0	1	0	0	0	0	0	0	0	0	0	1
<b>Professional Associations</b>	<b>23</b>	<b>38</b>	<b>111</b>	<b>66</b>	<b>1</b>	<b>29</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>101</b>	<b>101</b>	<b>33</b>	
Applied Science Technologists & Technicians of BC	2	0	1	0	0	1	1	0	0	2	2	2	1
Architectural Institute of BC	0	0	3	2	0	0	0	0	0	2	2	2	1
Association of Professional Engineers and Geoscientists	0	0	3	1	0	0	0	0	0	1	1	1	2
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	3	0	0	0	0	1	0	0	0	1	1	1	2
College of Dental Surgeons of BC	0	2	4	0	0	0	0	0	0	0	0	0	4
College of Denturists of BC	0	0	1	0	0	0	0	0	0	0	0	0	1
College of Licensed Practical Nurses of BC	1	0	2	0	0	1	0	0	0	1	1	1	2
College of Massage Therapists of BC	0	0	1	1	0	0	0	0	0	1	1	1	0
College of Midwives of BC	1	1	1	0	0	2	0	0	0	2	2	2	0
College of Occupational Therapists of BC	0	0	1	1	0	0	0	0	0	1	1	1	0
College of Optometrists of BC	1	2	1	1	0	1	0	0	0	2	2	2	0
College of Pharmacists of BC	0	0	4	3	0	1	0	0	0	4	4	4	0
College of Physicians and Surgeons of BC	1	21	31	22	1	4	0	0	0	27	27	27	5
College of Podiatric Surgeons of BC	0	0	1	1	0	0	0	0	0	1	1	1	0
College of Psychologists of BC	1	1	2	1	0	1	1	0	0	3	3	3	0
College of Registered Nurses of British Columbia	0	0	3	2	0	1	0	0	0	3	3	3	0
College of Registered Psychiatric Nurses of BC	1	0	2	1	0	0	0	0	0	1	1	1	2
College of Traditional Chinese Medicine Practitioners & Acupuncturists of BC	0	0	3	2	0	1	0	0	0	3	3	3	0
College of Veterinarians of BC	0	0	1	0	0	0	0	0	0	0	0	0	1
Institute of Chartered Accountants of BC	3	0	0	0	0	0	0	0	0	0	0	0	3
Law Society of British Columbia	8	11	45	27	0	15	2	1	0	45	45	45	8

## 2014/15 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2014	Requests for Information or Assistance	Files Opened	Files Closed								Open Files as of 31-Mar-2015
				Assistance and/or Referral	Declined (s.10, 11)	Concluded (s.13)	Settled (s.14)	Findings Not Substantiated (s.22)	Findings Substantiated (s.23)	Total Matters Closed	Total Files Closed	
Society of Notaries Public	0	0	1	1	0	0	0	0	0	1	1	0
<b>Health Authorities</b>	<b>43</b>	<b>45</b>	<b>338</b>	<b>178</b>	<b>0</b>	<b>110</b>	<b>19</b>	<b>2</b>	<b>0</b>	<b>309</b>	<b>306</b>	<b>75</b>
Fraser Health	9	10	90	43	0	23	6	0	0	72	70	29
Interior Health	12	9	59	35	0	19	6	0	0	60	59	12
Island Health	12	9	86	49	0	30	4	0	0	83	83	15
Northern Health	1	2	17	11	0	4	0	0	0	15	15	3
Provincial Health Services Authority	5	4	26	7	0	19	0	0	0	26	26	5
Vancouver Coastal Health	4	11	60	33	0	15	3	2	0	53	53	11
<b>Jurisdictional Totals</b>	<b>715</b>	<b>459</b>	<b>5051</b>	<b>1576</b>	<b>88</b>	<b>2539</b>	<b>494</b>	<b>81</b>	<b>0</b>	<b>4778</b>	<b>4710</b>	<b>1056</b>
<b>Non-Jurisdictional Totals</b>	<b>4</b>	<b>1750</b>	<b>558</b>	<b>2</b>	<b>557</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>560</b>	<b>560</b>	<b>2</b>
<b>Grand Totals</b>	<b>719</b>	<b>2209</b>	<b>5609</b>	<b>1578</b>	<b>645</b>	<b>2540</b>	<b>494</b>	<b>81</b>	<b>0</b>	<b>5338</b>	<b>5270</b>	<b>1058</b>