

## Office of the Ombudsperson 2021/22 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2021	Files Received			Files Closed			Open Files as of 31-Mar-2022
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
<b>Ministries</b>	<b>331</b>	<b>812</b>	<b>1521</b>	<b>2333</b>	<b>810</b>	<b>1507</b>	<b>2317</b>	<b>347</b>
Ministry of Advanced Education and Skills Training	7	8	6	14	8	8	16	5
Ministry of Agriculture and Food	0	2	4	6	2	4	6	0
Ministry of Attorney General	60	77	212	289	75	206	281	68
Ministry of Children and Family Development	97	119	358	477	119	352	471	103
Ministry of Citizens' Services	2	14	18	32	14	19	33	1
Ministry of Education	9	15	16	31	15	16	31	9
Ministry of Energy, Mines and Low Carbon Innovation	0	2	7	9	2	3	5	4
Ministry of Environment and Climate Change Strategy	2	16	13	29	16	12	28	3
Ministry of Finance	28	25	87	112	25	102	127	13
Ministry of Forests	13	12	40	52	12	30	42	23
Ministry of Health	41	319	190	509	319	206	525	25
Ministry of Indigenous Relations and Reconciliation	1	0	0	0	0	1	1	0
Ministry of Jobs, Economic Recovery and Innovation	0	0	4	4	0	4	4	0
Ministry of Labour	5	14	24	38	14	24	38	5
Ministry of Mental Health and Addictions	0	4	4	8	4	4	8	0
Ministry of Municipal Affairs	1	10	1	11	10	2	12	0
Ministry of Public Safety and Solicitor General	36	75	255	330	75	243	318	48
Ministry of Social Development and Poverty Reduction	19	92	258	350	92	247	339	30
Ministry of Transportation and Infrastructure	10	8	24	32	8	24	32	10
<b>Commissions and Boards</b>	<b>95</b>	<b>183</b>	<b>364</b>	<b>547</b>	<b>182</b>	<b>354</b>	<b>536</b>	<b>106</b>
Agricultural Land Commission	3	0	2	2	0	2	2	3
BC Emergency Health Services	2	6	5	11	6	5	11	2
BC Farm Industry Review Board	0	3	1	4	3	1	4	0
BC Financial Services Authority	0	3	10	13	3	7	10	3
BC Review Board	0	0	1	1	0	1	1	0
BC Securities Commission	2	0	2	2	0	3	3	1
BC Society for the Prevention of Cruelty to Animals	0	2	5	7	2	5	7	0
BC Utilities Commission	4	4	4	8	4	5	9	3
City of Vancouver Board of Variance	0	0	4	4	0	4	4	0
Civil Resolution Tribunal	8	9	21	30	9	18	27	11
Columbia Basin Trust	0	1	0	1	1	0	1	0
Consumer Protection BC	2	3	4	7	3	4	7	2
Coroners Service	1	7	15	22	7	16	23	0
Creative BC	0	2	0	2	1	0	1	1
Emergency Medical Assistants Licensing Board	0	0	1	1	0	1	1	0
Employment Standards Tribunal	1	0	1	1	0	2	2	0
Employment and Assistance Appeal Tribunal	1	1	5	6	1	2	3	4
Health Employers Association of BC	1	0	0	0	0	1	1	0
Health Professions Review Board	7	1	5	6	1	10	11	2
Human Rights Tribunal	4	21	33	54	21	27	48	10
Insurance Council of BC	0	0	3	3	0	1	1	2
Labour Relations Board	1	3	7	10	3	7	10	1
Land Title and Survey Authority	2	1	1	2	1	3	4	0
Legal Aid BC	2	5	13	18	5	13	18	2
Medical Services Commission	0	0	2	2	0	2	2	0
Mental Health Review Board	2	7	11	18	7	11	18	2
Motor Vehicle Sales Authority of BC	7	3	5	8	3	3	6	9
Passenger Transportation Board	1	0	1	1	0	2	2	0
Pension Corporation	0	2	3	5	2	2	4	1
Premier's Office	0	2	3	5	2	3	5	0
Property Assessment Appeal Board	0	0	1	1	0	1	1	0
Public Guardian and Trustee	9	22	41	63	22	39	61	11
Real Estate Council	5	10	8	18	10	11	21	2
Surface Rights Board	0	0	1	1	0	0	0	1
Technical Safety BC	1	2	6	8	2	6	8	1
TransLink	2	4	5	9	4	6	10	1
WorkSafeBC	22	54	118	172	54	116	170	24
Workers' Compensation Appeal Tribunal	5	5	16	21	5	14	19	7
<b>Crown Corporations</b>	<b>115</b>	<b>214</b>	<b>537</b>	<b>751</b>	<b>216</b>	<b>565</b>	<b>781</b>	<b>85</b>
BC Assessment	4	4	6	10	4	8	12	2
BC Family Maintenance Agency	0	0	1	1	0	1	1	0

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BC Housing	8	38	74	112	38	73	111	9
BC Hydro and Power Authority	28	15	74	89	15	88	103	14
BC Lottery Corporation	1	5	8	13	5	8	13	1
BC Pavilion Corporation	1	0	1	1	0	2	2	0
BC Transit	0	1	3	4	1	3	4	0
British Columbia Railway Company	1	0	1	1	0	2	2	0
Columbia Power Corporation	1	0	0	0	0	1	1	0
Community Living BC	9	12	19	31	12	24	36	4
Destination BC	0	0	1	1	0	1	1	0
ICBC	62	139	348	487	141	353	494	55
Royal BC Museum	0	0	1	1	0	1	1	0
<b>Municipalities</b>	<b>95</b>	<b>156</b>	<b>424</b>	<b>580</b>	<b>157</b>	<b>424</b>	<b>581</b>	<b>96</b>
Bowen Island Municipality	1	1	1	2	1	2	3	0
City of Abbotsford	1	3	5	8	3	5	8	1
City of Armstrong	1	1	1	2	0	1	1	2
City of Burnaby	0	4	10	14	4	8	12	2
City of Campbell River	1	0	0	0	0	1	1	0
City of Chilliwack	0	2	6	8	2	6	8	0
City of Coquitlam	0	1	9	10	1	7	8	2
City of Courtenay	2	2	4	6	2	5	7	1
City of Cranbrook	0	0	6	6	0	3	3	3
City of Delta	2	1	1	2	1	3	4	0
City of Enderby	0	0	1	1	0	1	1	0
City of Fort St. John	1	0	2	2	0	3	3	0
City of Grand Forks	0	1	0	1	1	0	1	0
City of Greenwood	0	1	1	2	1	0	1	1
City of Kamloops	1	2	7	9	2	7	9	1
City of Kelowna	1	1	5	6	1	5	6	1
City of Kimberley	0	0	1	1	0	1	1	0
City of Langford	4	3	14	17	3	13	16	5
City of Langley	0	0	1	1	0	1	1	0
City of Maple Ridge	1	1	6	7	1	6	7	1
City of Merritt	1	0	1	1	0	2	2	0
City of Mission	3	6	6	12	6	7	13	2
City of Nanaimo	1	3	12	15	4	12	16	0
City of Nelson	0	3	2	5	3	2	5	0
City of New Westminster	0	0	5	5	0	5	5	0
City of North Vancouver	0	3	5	8	3	4	7	1
City of Parksville	2	0	1	1	0	2	2	1
City of Penticton	1	4	6	10	4	6	10	1
City of Pitt Meadows	2	1	5	6	1	6	7	1
City of Port Alberni	1	0	4	4	0	5	5	0
City of Port Coquitlam	0	0	2	2	0	2	2	0
City of Port Moody	1	0	3	3	0	3	3	1
City of Powell River	0	1	7	8	1	7	8	0
City of Prince George	3	2	5	7	2	7	9	1
City of Prince Rupert	0	1	2	3	1	2	3	0
City of Quesnel	0	1	0	1	1	0	1	0
City of Revelstoke	1	1	3	4	1	4	5	0
City of Richmond	2	3	4	7	3	6	9	0
City of Rossland	1	1	1	2	1	1	2	1
City of Salmon Arm	0	0	1	1	0	1	1	0
City of Surrey	3	9	30	39	9	22	31	11
City of Terrace	1	1	2	3	1	2	3	1
City of Trail	0	1	0	1	1	0	1	0
City of Vancouver	14	20	71	91	21	74	95	11
City of Vernon	1	2	2	4	2	2	4	1
City of Victoria	0	6	28	34	6	22	28	6
City of West Kelowna	1	0	1	1	0	2	2	0
City of White Rock	3	1	4	5	1	4	5	3
City of Williams Lake	0	1	1	2	1	0	1	1
District of Central Saanich	2	0	1	1	0	2	2	1
District of Chetwynd	0	1	0	1	1	0	1	0
District of Coldstream	1	0	1	1	0	2	2	0
District of Fort St. James	1	0	0	0	0	1	1	0
District of Hope	1	2	3	5	2	3	5	1

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District of Houston	1	0	0	0	0	1	1	0
District of Kent	0	0	2	2	0	2	2	0
District of Lake Country	1	0	1	1	0	2	2	0
District of Lantzville	0	3	1	4	3	1	4	0
District of Lillooet	0	0	2	2	0	2	2	0
District of Logan Lake	0	0	2	2	0	1	1	1
District of Metchosin	0	0	1	1	0	0	0	1
District of North Saanich	3	0	2	2	0	2	2	3
District of North Vancouver	1	6	6	12	6	6	12	1
District of Oak Bay	0	1	2	3	1	2	3	0
District of Port Hardy	0	1	1	2	1	1	2	0
District of Saanich	3	10	12	22	10	12	22	3
District of Sechelt	2	1	3	4	1	4	5	1
District of Sicamous	0	1	2	3	1	2	3	0
District of Sooke	0	2	2	4	2	2	4	0
District of Squamish	1	1	1	2	1	2	3	0
District of Stewart	0	0	3	3	0	2	2	1
District of Summerland	3	1	2	3	1	5	6	0
District of Tumbler Ridge	0	0	4	4	0	3	3	1
District of Vanderhoof	2	0	0	0	0	0	0	2
District of Wells	0	0	3	3	0	3	3	0
District of West Vancouver	1	3	2	5	3	3	6	0
Municipality of North Cowichan	1	1	4	5	1	5	6	0
Resort Municipality of Whistler	1	0	3	3	0	3	3	1
Sun Peaks Mountain Resort Municipality	0	1	0	1	1	0	1	0
Town of Comox	1	1	1	2	1	2	3	0
Town of Creston	0	2	3	5	2	3	5	0
Town of Gibsons	1	2	2	4	2	2	4	1
Town of Ladysmith	0	1	4	5	1	3	4	1
Town of Lake Cowichan	0	1	4	5	1	3	4	1
Town of Oliver	0	0	2	2	0	2	2	0
Town of Princeton	0	0	2	2	0	2	2	0
Town of Qualicum Beach	3	3	4	7	3	6	9	1
Town of Sidney	0	0	1	1	0	1	1	0
Town of View Royal	0	1	1	2	1	1	2	0
Township of Esquimalt	1	1	1	2	1	2	3	0
Township of Langley	0	3	11	14	3	11	14	1
Village of Alert Bay	0	1	0	1	1	0	1	0
Village of Anmore	0	1	4	5	1	3	4	1
Village of Belcarra	0	0	3	3	0	1	1	2
Village of Burns Lake	0	0	1	1	0	1	1	0
Village of Cache Creek	1	0	2	2	0	2	2	1
Village of Chase	0	1	2	3	1	2	3	0
Village of Cumberland	1	1	2	3	1	1	2	2
Village of Fruitvale	0	0	2	2	0	1	1	1
Village of Gold River	0	1	3	4	1	2	3	1
Village of Harrison Hot Springs	1	1	0	1	1	1	2	0
Village of Kaslo	0	1	0	1	1	0	1	0
Village of Lions Bay	0	0	2	2	0	1	1	1
Village of Lytton	0	1	1	2	1	1	2	0
Village of Masset	0	0	1	1	0	1	1	0
Village of McBride	0	0	1	1	0	0	0	1
Village of Pemberton	1	0	0	0	0	1	1	0
Village of Port Alice	0	1	0	1	1	0	1	0
Village of Pouce Coupe	0	0	2	2	0	1	1	1
Village of Salmo	1	2	0	2	2	1	3	0
Village of Slocan	0	0	1	1	0	1	1	0
Village of Valemount	1	0	0	0	0	1	1	0
<b>Regional Districts</b>	<b>17</b>	<b>26</b>	<b>79</b>	<b>105</b>	<b>25</b>	<b>79</b>	<b>104</b>	<b>18</b>
Alberni-Clayoquot Regional District	0	0	2	2	0	1	1	1
Capital Regional District	0	2	9	11	2	7	9	2
Cariboo Regional District	0	1	2	3	1	1	2	1
Columbia-Shuswap Regional District	1	0	4	4	0	5	5	0
Comox Valley Regional District	0	1	3	4	1	3	4	0
Cowichan Valley Regional District	0	4	6	10	4	6	10	0
Fraser Valley Regional District	0	0	2	2	0	2	2	0

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Metro Vancouver	0	1	0	1	1	0	1	0
Northern Rockies Regional Municipality	0	0	1	1	0	1	1	0
Peace River Regional District	2	0	3	3	0	4	4	1
Regional District of Bulkley-Nechako	0	0	1	1	0	1	1	0
Regional District of Central Kootenay	2	2	6	8	2	7	9	1
Regional District of Central Okanagan	3	0	1	1	0	3	3	1
Regional District of East Kootenay	1	0	3	3	0	2	2	2
Regional District of Fraser-Fort George	0	1	2	3	1	2	3	0
Regional District of Kitimat-Stikine	0	0	5	5	0	4	4	1
Regional District of Kootenay Boundary	0	0	1	1	0	1	1	0
Regional District of Mount Waddington	0	2	0	2	2	0	2	0
Regional District of Nanaimo	3	3	7	10	3	8	11	2
Regional District of North Okanagan	0	0	2	2	0	2	2	0
Regional District of Okanagan-Similkameen	2	4	8	12	4	8	12	2
Squamish-Lillooet Regional District	1	1	0	1	0	1	1	1
Strathcona Regional District	0	0	2	2	0	2	2	0
Sunshine Coast Regional District	1	3	5	8	3	5	8	1
Thompson-Nicola Regional District	0	1	4	5	1	3	4	1
qathet Regional District	1	0	0	0	0	0	0	1
<b>Islands Trust</b>	<b>2</b>	<b>4</b>	<b>11</b>	<b>15</b>	<b>4</b>	<b>10</b>	<b>14</b>	<b>3</b>
<b>Improvement Districts</b>	<b>7</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>5</b>
Deep Bay Waterworks District	0	0	2	2	0	1	1	1
Diamond Improvement District	1	0	0	0	0	0	0	1
Hedley Improvement District	0	0	1	1	0	0	0	1
Lower Nipit Improvement District	1	0	0	0	0	0	0	1
Meadowbrook Waterworks District	0	0	1	1	0	1	1	0
Mill Bay Fire Protection District	1	0	0	0	0	1	1	0
Nasookin Improvement District	1	0	0	0	0	1	1	0
Nicks Island Dyking District	1	0	0	0	0	1	1	0
North Canyon Improvement District	0	0	1	1	0	1	1	0
Pine Tree Place Improvement District	0	0	1	1	0	0	0	1
Union Bay Improvement District	2	0	0	0	0	2	2	0
<b>Libraries</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>
Greater Victoria Public Library	0	0	2	2	0	2	2	0
North Vancouver District Public Library	0	0	1	1	0	1	1	0
Surrey Public Library	1	0	0	0	0	0	0	1
<b>Parks Boards</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>
Cultus Lake Park Board	1	0	0	0	0	0	0	1
Vancouver Park Board	0	0	1	1	0	1	1	0
<b>Schools and School Boards</b>	<b>20</b>	<b>22</b>	<b>76</b>	<b>98</b>	<b>22</b>	<b>68</b>	<b>90</b>	<b>28</b>
School District 05 (Southeast Kootenay)	1	1	1	2	1	2	3	0
School District 08 (Kootenay Lake)	0	0	3	3	0	2	2	1
School District 23 (Central Okanagan)	0	1	1	2	1	1	2	0
School District 27 (Cariboo-Chilcotin)	0	0	1	1	0	1	1	0
School District 28 (Quesnel)	0	1	2	3	1	1	2	1
School District 33 (Chilliwack)	0	1	3	4	1	2	3	1
School District 34 (Abbotsford)	0	0	1	1	0	1	1	0
School District 35 (Langley)	1	1	2	3	1	2	3	1
School District 36 (Surrey)	1	1	6	7	1	5	6	2
School District 37 (Delta)	0	1	3	4	1	3	4	0
School District 38 (Richmond)	1	1	1	2	1	1	2	1
School District 39 (Vancouver)	3	6	1	7	6	2	8	2
School District 40 (New Westminster)	0	0	2	2	0	1	1	1
School District 41 (Burnaby)	2	2	2	4	2	4	6	0
School District 42 (Maple Ridge-Pitt Meadows)	1	0	0	0	0	1	1	0
School District 43 (Coquitlam)	1	0	7	7	0	2	2	6
School District 44 (North Vancouver)	0	0	8	8	0	5	5	3
School District 45 (West Vancouver)	0	0	2	2	0	1	1	1
School District 47 (Powell River)	0	0	1	1	0	1	1	0
School District 48 (Howe Sound)	1	0	2	2	0	3	3	0
School District 50 (Haida Gwaii)	1	0	0	0	0	1	1	0
School District 52 (Prince Rupert)	0	0	1	1	0	0	0	1
School District 54 (Bulkley Valley)	0	0	1	1	0	1	1	0
School District 57 (Prince George)	0	1	5	6	1	5	6	0
School District 59 (Peace River South)	1	0	0	0	0	0	0	1

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School District 61 (Greater Victoria)	0	1	4	5	1	4	5	0
School District 62 (Sooke)	2	0	2	2	0	3	3	1
School District 67 (Okanagan Skaha)	1	0	2	2	0	2	2	1
School District 68 (Nanaimo-Ladysmith)	2	2	3	5	2	3	5	2
School District 69 (Qualicum)	0	0	1	1	0	0	0	1
School District 70 (Alberni)	0	0	1	1	0	1	1	0
School District 71 (Comox Valley)	0	1	0	1	1	0	1	0
School District 72 (Campbell River)	0	0	1	1	0	1	1	0
School District 73 (Kamloops/Thompson)	0	1	2	3	1	1	2	1
School District 79 (Cowichan Valley)	1	0	1	1	0	2	2	0
School District 91 (Nechako Lakes)	0	0	2	2	0	2	2	0
School District 92 (Nisga'a)	0	0	1	1	0	1	1	0
<b>Universities</b>	<b>10</b>	<b>10</b>	<b>42</b>	<b>52</b>	<b>10</b>	<b>36</b>	<b>46</b>	<b>16</b>
Capilano University	1	2	2	4	2	3	5	0
Kwantlen Polytechnic University	1	0	6	6	0	5	5	2
Simon Fraser University	2	2	2	4	2	2	4	2
Thompson Rivers University	1	1	5	6	1	3	4	3
University of British Columbia	1	2	14	16	2	12	14	3
University of Northern BC	0	0	3	3	0	1	1	2
University of Victoria	2	2	4	6	2	6	8	0
University of the Fraser Valley	1	0	4	4	0	2	2	3
Vancouver Island University	1	1	2	3	1	2	3	1
<b>Colleges</b>	<b>9</b>	<b>4</b>	<b>19</b>	<b>23</b>	<b>4</b>	<b>23</b>	<b>27</b>	<b>5</b>
BC Institute of Technology	0	2	6	8	2	6	8	0
Camosun College	0	0	1	1	0	1	1	0
College of New Caledonia	2	1	2	3	1	3	4	1
College of the Rockies	0	0	2	2	0	2	2	0
Douglas College	1	0	1	1	0	1	1	1
Langara College	1	0	2	2	0	3	3	0
North Island College	0	1	0	1	1	0	1	0
Northern Lights College	0	0	1	1	0	0	0	1
Okanagan College	0	0	2	2	0	2	2	0
Selkirk College	2	0	0	0	0	1	1	1
Vancouver Community College	3	0	2	2	0	4	4	1
<b>Professional Associations</b>	<b>30</b>	<b>45</b>	<b>93</b>	<b>138</b>	<b>46</b>	<b>93</b>	<b>139</b>	<b>29</b>
Applied Science Technologists & Technicians of BC	0	0	1	1	0	1	1	0
Association of British Columbia Forest Professionals	0	0	1	1	0	1	1	0
Association of Professional Engineers and Geoscientists	0	3	2	5	3	1	4	1
BC College of Nurses and Midwives	1	8	5	13	8	4	12	2
British Columbia College of Social Workers	1	0	0	0	0	0	0	1
Chartered Professional Accountants of British Columbia	3	1	1	2	1	0	1	4
College of Applied Biology	3	0	0	0	0	2	2	1
College of Dental Hygienists of BC	0	1	0	1	1	0	1	0
College of Dental Surgeons of BC	0	0	4	4	0	4	4	0
College of Massage Therapists of BC	0	1	0	1	1	0	1	0
College of Occupational Therapists of BC	2	0	0	0	0	2	2	0
College of Optometrists of BC	0	1	0	1	1	0	1	0
College of Pharmacists of BC	0	1	2	3	1	2	3	0
College of Physical Therapists of BC	0	1	4	5	1	3	4	1
College of Physicians and Surgeons of BC	4	13	9	22	14	10	24	2
College of Psychologists of BC	0	2	1	3	2	1	3	0
College of Speech and Hearing Health Professionals of BC	1	0	0	0	0	1	1	0
College of Traditional Chinese Medicine Practitioners & Acupuncturists	0	1	0	1	1	0	1	0
College of Veterinarians of BC	0	0	2	2	0	2	2	0
Law Society of British Columbia	14	12	59	71	12	58	70	15
Society of Notaries Public	1	0	2	2	0	1	1	2
<b>Health Authorities</b>	<b>95</b>	<b>252</b>	<b>537</b>	<b>789</b>	<b>252</b>	<b>547</b>	<b>799</b>	<b>86</b>
Fraser Health	25	64	115	179	64	121	185	20
Interior Health	10	36	77	113	36	77	113	10
Island Health	17	43	107	150	43	107	150	17
Northern Health	3	13	28	41	13	23	36	8
Provincial Health Services Authority	17	34	99	133	34	101	135	15
Vancouver Coastal Health	23	62	111	173	62	118	180	16
<b>JURISDICTIONAL TOTALS</b>	<b>828</b>	<b>1728</b>	<b>3713</b>	<b>5441</b>	<b>1728</b>	<b>3718</b>	<b>5446</b>	<b>826</b>

## Office of the Ombudsperson 2021/22 Authority Statistics

NON-JURISDICTIONAL TOTALS	1	505	2269	2774	504	2249	2753	22
ALL FILES	829	2233	5982	8215	2232	5967	8199	848