

## Office of the Ombudsperson 2019/20 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2019	Files Received			Files Closed			Open Files as of 31-Mar-2020
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
<b>Ministries</b>	<b>380</b>	<b>435</b>	<b>2172</b>	<b>2607</b>	<b>438</b>	<b>2240</b>	<b>2678</b>	<b>311</b>
Ministry of Advanced Education, Skills and Training	6	7	21	28	7	18	25	9
Ministry of Agriculture, Food and Fisheries	1	1	0	1	1	1	2	0
Ministry of Attorney General	35	46	168	214	47	176	223	27
Ministry of Children and Family Development	127	80	517	597	81	528	609	116
Ministry of Citizens' Services	1	5	14	19	5	14	19	1
Ministry of Education	4	12	17	29	12	14	26	7
Ministry of Energy, Mines and Low Carbon Innovation	3	1	9	10	1	11	12	1
Ministry of Environment and Climate Change Strategy	2	4	13	17	4	13	17	2
Ministry of Finance	7	18	90	108	18	93	111	4
Ministry of Forests, Lands, Natural Resource Operations and Rural Development	16	4	32	36	4	36	40	12
Ministry of Health	29	84	204	288	84	201	285	32
Ministry of Indigenous Relations and Reconciliation	0	1	1	2	1	1	2	0
Ministry of Jobs, Economic Recovery and Innovation	1	1	1	2	1	2	3	0
Ministry of Labour	3	12	22	34	12	22	34	3
Ministry of Mental Health and Addictions	0	1	1	2	1	1	2	0
Ministry of Municipal Affairs	34	57	109	166	58	112	170	30
Ministry of Public Safety and Solicitor General	43	45	395	440	45	409	454	29
Ministry of Social Development and Poverty Reduction	54	50	533	583	50	557	607	30
Ministry of Transportation and Infrastructure	14	6	25	31	6	31	37	8
<b>Commissions and Boards</b>	<b>103</b>	<b>128</b>	<b>513</b>	<b>641</b>	<b>129</b>	<b>527</b>	<b>656</b>	<b>88</b>
Agricultural Land Commission	1	1	14	15	1	12	13	3
Auditor General for Local Government	1	0	0	0	0	1	1	0
BC Arts Council	0	0	4	4	0	3	3	1
BC Emergency Health Services	1	5	9	14	5	8	13	2
BC Farm Industry Review Board	0	0	1	1	0	1	1	0
BC Financial Services Authority	0	1	4	5	1	4	5	0
BC Review Board	0	0	1	1	0	0	0	1
BC Securities Commission	2	3	4	7	3	5	8	1
BC Society for the Prevention of Cruelty to Animals	0	1	2	3	1	2	3	0
BC Utilities Commission	3	1	8	9	1	9	10	2
British Columbia Unclaimed Property Society	0	0	1	1	0	1	1	0
City of Vancouver Board of Variance	0	0	1	1	0	1	1	0
Civil Resolution Tribunal	10	4	16	20	4	15	19	11
Community Care and Assisted Living Appeal Board	0	0	1	1	0	1	1	0
Consumer Protection BC	0	4	7	11	4	6	10	1
Coroners Service	0	1	11	12	1	9	10	2
Emergency Medical Assistants Licensing Board	0	0	3	3	0	3	3	0
Employment Standards Tribunal	0	0	1	1	0	1	1	0
Employment and Assistance Appeal Tribunal	2	0	5	5	0	5	5	2
Financial Services Tribunal	0	0	1	1	0	0	0	1
Forest Practices Board	1	0	0	0	0	1	1	0
Health Employers Association of BC	0	0	1	1	0	0	0	1
Health Professions Review Board	6	1	11	12	1	13	14	4
Human Rights Tribunal	11	6	20	26	6	28	34	3
Industry Training Authority	0	0	1	1	0	0	0	1
Insurance Council of BC	1	1	1	2	1	2	3	0
Labour Relations Board	3	1	8	9	1	9	10	2
Land Title and Survey Authority	0	3	10	13	3	6	9	4
Legal Services Society	1	6	17	23	7	17	24	0
Managed Forest Council	0	0	1	1	0	1	1	0
Mental Health Review Board	2	3	6	9	3	7	10	1
Motor Vehicle Sales Authority of BC	1	4	13	17	4	13	17	1
Passenger Transportation Board	1	0	1	1	0	1	1	1
Pension Corporation	1	1	5	6	1	6	7	0
Property Assessment Appeal Board	0	3	4	7	3	4	7	0
Public Guardian and Trustee	11	12	60	72	12	65	77	6
Public Service Pension Board of Trustees	1	0	0	0	0	1	1	0
Real Estate Council	6	2	13	15	2	12	14	7
Teachers' Pension Board of Trustees	0	0	1	1	0	1	1	0
Technical Safety BC	0	2	5	7	2	5	7	0
TransLink	0	3	12	15	3	10	13	2
West Shore Parks and Recreation Society	0	0	1	1	0	1	1	0
WorkSafeBC	32	56	207	263	56	215	271	24
Workers' Compensation Appeal Tribunal	5	3	21	24	3	22	25	4
<b>Crown Corporations</b>	<b>110</b>	<b>155</b>	<b>753</b>	<b>908</b>	<b>155</b>	<b>786</b>	<b>941</b>	<b>78</b>
BC Assessment	5	6	24	30	6	23	29	6
BC Housing	12	22	74	96	22	77	99	9
BC Hydro and Power Authority	34	22	149	171	22	162	184	21

## Office of the Ombudsperson 2019/20 Authority Statistics

BC Lottery Corporation	1	2	6	8	2	7	9	0
BC Pavilion Corporation	0	0	1	1	0	1	1	0
BC Transit	1	0	6	6	0	6	6	1
Columbia Power Corporation	0	1	1	2	1	0	1	1
Community Living BC	10	10	48	58	10	48	58	11
ICBC	45	91	443	534	91	459	550	29
Oil and Gas Commission	0	0	1	1	0	1	1	0
Royal BC Museum	0	1	0	1	1	0	1	0
Transportation Investment Corporation	2	0	0	0	0	2	2	0
<b>Municipalities</b>	<b>78</b>	<b>72</b>	<b>450</b>	<b>522</b>	<b>72</b>	<b>460</b>	<b>532</b>	<b>68</b>
Bowen Island Municipality	0	1	4	5	1	4	5	0
City of Abbotsford	0	2	2	4	2	2	4	0
City of Armstrong	1	0	0	0	0	0	0	1
City of Burnaby	1	0	13	13	0	14	14	0
City of Campbell River	0	0	4	4	0	4	4	0
City of Chilliwack	0	4	3	7	4	3	7	0
City of Colwood	0	0	2	2	0	2	2	0
City of Coquitlam	2	1	5	6	1	7	8	0
City of Courtenay	1	1	3	4	1	3	4	1
City of Cranbrook	1	0	2	2	0	2	2	1
City of Dawson Creek	0	0	1	1	0	1	1	0
City of Delta	4	1	3	4	1	7	8	0
City of Duncan	0	2	1	3	2	1	3	0
City of Fernie	0	1	2	3	1	2	3	0
City of Fort St. John	0	0	2	2	0	2	2	0
City of Grand Forks	0	0	2	2	0	2	2	0
City of Greenwood	2	1	5	6	1	7	8	0
City of Kamloops	1	2	2	4	2	3	5	0
City of Kelowna	3	2	20	22	2	21	23	2
City of Kimberley	0	0	2	2	0	2	2	0
City of Langford	0	1	3	4	1	3	4	0
City of Langley	0	0	7	7	0	6	6	1
City of Maple Ridge	1	0	11	11	0	9	9	3
City of Merritt	0	0	2	2	0	2	2	0
City of Nanaimo	0	2	11	13	2	10	12	1
City of Nelson	1	1	2	3	1	2	3	1
City of New Westminster	0	1	1	2	1	0	1	1
City of North Vancouver	1	1	3	4	1	3	4	1
City of Parksville	1	0	1	1	0	2	2	0
City of Penticton	1	1	3	4	1	3	4	1
City of Pitt Meadows	0	0	3	3	0	3	3	0
City of Port Alberni	2	0	5	5	0	7	7	0
City of Port Coquitlam	0	0	2	2	0	2	2	0
City of Port Moody	1	0	1	1	0	1	1	1
City of Powell River	2	0	3	3	0	5	5	0
City of Prince George	0	1	5	6	1	5	6	0
City of Prince Rupert	1	0	2	2	0	3	3	0
City of Revelstoke	0	0	2	2	0	2	2	0
City of Richmond	1	3	5	8	3	4	7	2
City of Rossland	0	0	2	2	0	1	1	1
City of Salmon Arm	0	0	1	1	0	1	1	0
City of Surrey	7	2	35	37	2	38	40	4
City of Terrace	0	0	3	3	0	2	2	1
City of Trail	0	0	1	1	0	1	1	0
City of Vancouver	11	14	82	96	14	78	92	15
City of Vernon	1	1	7	8	1	7	8	1
City of Victoria	3	3	20	23	3	21	24	2
City of West Kelowna	2	1	3	4	1	4	5	1
City of White Rock	2	0	1	1	0	0	0	3
City of Williams Lake	0	1	0	1	1	0	1	0
District of 100 Mile House	1	0	1	1	0	2	2	0
District of Central Saanich	0	0	4	4	0	3	3	1
District of Fort St. James	1	0	2	2	0	2	2	1
District of Hope	0	0	1	1	0	1	1	0
District of Invermere	1	0	1	1	0	2	2	0
District of Lake Country	0	1	1	2	1	1	2	0
District of Mackenzie	0	1	1	2	1	1	2	0
District of Metchosis	0	0	2	2	0	2	2	0
District of Mission	1	1	4	5	1	3	4	2
District of North Saanich	1	0	2	2	0	2	2	1
District of North Vancouver	0	0	9	9	0	8	8	1
District of Oak Bay	1	0	3	3	0	4	4	0

## Office of the Ombudsperson 2019/20 Authority Statistics

District of Peachland	0	0	2	2	0	2	2	0
District of Port Edward	0	0	1	1	0	0	0	1
District of Saanich	2	3	18	21	3	16	19	4
District of Sechelt	1	0	2	2	0	2	2	1
District of Sicamous	0	0	1	1	0	1	1	0
District of Sooke	0	0	1	1	0	1	1	0
District of Squamish	1	1	3	4	1	3	4	1
District of Summerland	0	0	5	5	0	4	4	1
District of Taylor	0	0	2	2	0	2	2	0
District of Tumbler Ridge	0	1	5	6	1	4	5	1
District of West Vancouver	0	1	3	4	1	3	4	0
Municipality of North Cowichan	1	0	5	5	0	6	6	0
Resort Municipality of Whistler	1	1	2	3	1	3	4	0
Sun Peaks Mountain Resort Municipality	0	1	0	1	1	0	1	0
Town of Comox	0	1	0	1	1	0	1	0
Town of Creston	0	0	1	1	0	1	1	0
Town of Gibsons	1	0	3	3	0	3	3	1
Town of Golden	0	0	3	3	0	1	1	2
Town of Ladysmith	0	0	2	2	0	2	2	0
Town of Lake Cowichan	0	0	3	3	0	3	3	0
Town of Oliver	0	0	2	2	0	2	2	0
Town of Osoyoos	0	0	1	1	0	1	1	0
Town of Princeton	0	0	2	2	0	2	2	0
Town of Qualicum Beach	0	0	4	4	0	3	3	1
Town of Sidney	0	0	3	3	0	3	3	0
Town of Smithers	0	0	1	1	0	1	1	0
Town of View Royal	0	1	0	1	1	0	1	0
Township of Esquimalt	1	0	2	2	0	2	2	1
Township of Langley	2	4	7	11	4	8	12	1
Township of Spallumcheen	0	0	1	1	0	1	1	0
Village of Anmore	2	1	2	3	1	4	5	0
Village of Ashcroft	0	1	2	3	1	2	3	0
Village of Chase	0	0	1	1	0	1	1	0
Village of Cumberland	0	0	6	6	0	6	6	0
Village of Fruitvale	0	0	2	2	0	2	2	0
Village of Harrison Hot Springs	1	0	3	3	0	4	4	0
Village of Hazelton	0	0	1	1	0	1	1	0
Village of Kaslo	1	0	0	0	0	1	1	0
Village of Keremeos	0	0	1	1	0	1	1	0
Village of Lions Bay	0	1	1	2	1	1	2	0
Village of Masset	1	0	0	0	0	1	1	0
Village of McBride	0	1	0	1	1	0	1	0
Village of Pemberton	1	0	3	3	0	3	3	1
Village of Port Clements	0	0	1	1	0	1	1	0
Village of Pouce Coupe	0	0	1	1	0	0	0	1
Village of Salmo	0	0	1	1	0	1	1	0
Village of Silverton	0	0	1	1	0	1	1	0
Village of Tahsis	0	0	1	1	0	1	1	0
Village of Valemount	0	0	2	2	0	2	2	0
Village of Warfield	2	0	0	0	0	2	2	0
<b>Regional Districts</b>	<b>28</b>	<b>24</b>	<b>85</b>	<b>109</b>	<b>24</b>	<b>97</b>	<b>121</b>	<b>16</b>
Alberni-Clayoquot Regional District	0	5	6	11	5	4	9	2
Capital Regional District	4	2	6	8	2	10	12	0
Cariboo Regional District	0	0	2	2	0	2	2	0
Central Coast Regional District	0	2	0	2	2	0	2	0
Columbia-Shuswap Regional District	0	0	2	2	0	2	2	0
Comox Valley Regional District	2	1	2	3	1	4	5	0
Cowichan Valley Regional District	0	0	3	3	0	3	3	0
Fraser Valley Regional District	4	0	1	1	0	4	4	1
Metro Vancouver	1	1	6	7	1	6	7	1
Northern Rockies Regional Municipality	0	0	2	2	0	1	1	1
Peace River Regional District	2	2	0	2	2	2	4	0
Regional District of Bulkley-Nechako	0	0	1	1	0	1	1	0
Regional District of Central Kootenay	3	2	13	15	2	14	16	2
Regional District of Central Okanagan	2	0	8	8	0	7	7	3
Regional District of East Kootenay	2	0	2	2	0	2	2	2
Regional District of Fraser-Fort George	0	0	2	2	0	2	2	0
Regional District of Kitimat-Stikine	1	0	0	0	0	1	1	0
Regional District of Kootenay Boundary	0	1	2	3	1	2	3	0
Regional District of Mount Waddington	0	0	2	2	0	2	2	0
Regional District of Nanaimo	3	2	8	10	2	10	12	1
Regional District of North Okanagan	2	1	3	4	1	4	5	1

## Office of the Ombudsperson 2019/20 Authority Statistics

Regional District of Okanagan-Similkameen	0	2	4	6	2	3	5	1
Squamish-Lillooet Regional District	0	1	2	3	1	2	3	0
Sunshine Coast Regional District	1	0	2	2	0	3	3	0
Thompson-Nicola Regional District	0	0	4	4	0	4	4	0
qathet Regional District	1	2	2	4	2	2	4	1
<b>Islands Trust</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>1</b>
<b>Improvement Districts</b>	<b>3</b>	<b>3</b>	<b>16</b>	<b>19</b>	<b>3</b>	<b>14</b>	<b>17</b>	<b>5</b>
Cranberry Fire Protection District	0	0	1	1	0	1	1	0
Fletcher Creek Improvement District	0	0	1	1	0	1	1	0
Gabriola Fire Protection District	0	0	1	1	0	1	1	0
Glenmore-Ellison Improvement District	0	0	1	1	0	1	1	0
Hagensborg Waterworks District	0	0	1	1	0	0	0	1
Krestova Improvement District	0	0	1	1	0	1	1	0
Mill Bay Waterworks District	1	0	0	0	0	0	0	1
North Cedar Improvement District	0	1	0	1	1	0	1	0
North Saltspring Waterworks District	0	1	1	2	1	1	2	0
Ocean Falls Improvement District	0	1	3	4	1	3	4	0
Robson-Raspberry Improvement District	0	0	1	1	0	1	1	0
Sion Improvement District	0	0	1	1	0	1	1	0
Union Bay Improvement District	2	0	2	2	0	2	2	2
Village Point Improvement District	0	0	2	2	0	1	1	1
<b>Libraries</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>
Cariboo Library Network	0	0	1	1	0	1	1	0
McBride Public Library	0	1	0	1	1	0	1	0
Surrey Public Library	0	1	1	2	0	1	1	2
<b>Parks Boards</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>3</b>
Cultus Lake Park Board	1	0	5	5	0	5	5	1
Vancouver Park Board	0	0	2	2	0	0	0	2
<b>Schools and School Boards</b>	<b>25</b>	<b>16</b>	<b>133</b>	<b>149</b>	<b>16</b>	<b>138</b>	<b>154</b>	<b>20</b>
School District 05 (Southeast Kootenay)	0	0	1	1	0	0	0	1
School District 08 (Kootenay Lake)	0	0	1	1	0	1	1	0
School District 20 (Kootenay-Columbia)	0	0	2	2	0	2	2	0
School District 22 (Vernon)	0	0	3	3	0	3	3	0
School District 23 (Central Okanagan)	0	1	4	5	1	4	5	0
School District 27 (Cariboo-Chilcotin)	1	0	5	5	0	5	5	1
School District 33 (Chilliwack)	1	0	3	3	0	4	4	0
School District 34 (Abbotsford)	1	0	2	2	0	3	3	0
School District 35 (Langley)	1	1	4	5	1	3	4	2
School District 36 (Surrey)	2	3	8	11	3	9	12	1
School District 38 (Richmond)	2	0	1	1	0	3	3	0
School District 39 (Vancouver)	3	1	13	14	1	13	14	3
School District 40 (New Westminster)	2	0	1	1	0	3	3	0
School District 41 (Burnaby)	1	2	5	7	2	6	8	0
School District 42 (Maple Ridge-Pitt Meadows)	0	1	1	2	1	0	1	1
School District 43 (Coquitlam)	0	1	5	6	1	5	6	0
School District 44 (North Vancouver)	0	1	27	28	1	26	27	1
School District 45 (West Vancouver)	0	0	2	2	0	2	2	0
School District 47 (Powell River)	1	0	0	0	0	1	1	0
School District 48 (Howe Sound)	0	0	2	2	0	2	2	0
School District 50 (Haida Gwaii)	1	0	0	0	0	0	0	1
School District 52 (Prince Rupert)	1	0	0	0	0	1	1	0
School District 57 (Prince George)	0	1	4	5	1	4	5	0
School District 58 (Nicola-Similkameen)	0	0	1	1	0	1	1	0
School District 61 (Greater Victoria)	2	2	15	17	2	12	14	5
School District 62 (Sooke)	1	0	0	0	0	0	0	1
School District 63 (Saanich)	0	0	2	2	0	2	2	0
School District 67 (Okanagan Skaha)	1	0	3	3	0	2	2	2
School District 68 (Nanaimo-Ladysmith)	1	0	6	6	0	6	6	1
School District 69 (Qualicum)	0	0	1	1	0	1	1	0
School District 71 (Comox Valley)	0	0	1	1	0	1	1	0
School District 72 (Campbell River)	1	0	1	1	0	2	2	0
School District 73 (Kamloops/Thompson)	0	1	4	5	1	4	5	0
School District 74 (Gold Trail)	1	0	1	1	0	2	2	0
School District 79 (Cowichan Valley)	0	0	1	1	0	1	1	0
School District 82 (Coast Mountains)	1	1	1	2	1	2	3	0
School District 83 (North Okanagan-Shuswap)	0	0	1	1	0	1	1	0
School District 93 (Conseil Scolaire Francophone)	0	0	1	1	0	1	1	0
<b>Universities</b>	<b>7</b>	<b>13</b>	<b>34</b>	<b>47</b>	<b>13</b>	<b>34</b>	<b>47</b>	<b>7</b>
Capilano University	0	0	4	4	0	4	4	0
Kwantlen Polytechnic University	0	1	5	6	1	5	6	0
Royal Roads University	1	0	4	4	0	4	4	1

## Office of the Ombudsperson 2019/20 Authority Statistics

Simon Fraser University	2	1	1	2	1	2	3	1
Thompson Rivers University	2	2	2	4	2	4	6	0
University of British Columbia	1	5	4	9	5	3	8	2
University of Northern BC	0	1	3	4	1	3	4	0
University of Victoria	0	2	7	9	2	6	8	1
University of the Fraser Valley	1	0	1	1	0	1	1	1
Vancouver Island University	0	1	3	4	1	2	3	1
<b>Colleges</b>	<b>4</b>	<b>6</b>	<b>20</b>	<b>26</b>	<b>6</b>	<b>18</b>	<b>24</b>	<b>6</b>
BC Institute of Technology	1	2	8	10	2	9	11	0
College of New Caledonia	0	0	3	3	0	1	1	2
College of the Rockies	0	1	1	2	1	0	1	1
Douglas College	1	0	0	0	0	0	0	1
Justice Institute of BC	1	1	2	3	1	2	3	1
Langara College	1	0	1	1	0	2	2	0
Okanagan College	0	1	1	2	1	1	2	0
Selkirk College	0	1	1	2	1	1	2	0
Vancouver Community College	0	0	3	3	0	2	2	1
<b>Professional Associations</b>	<b>27</b>	<b>37</b>	<b>93</b>	<b>130</b>	<b>37</b>	<b>98</b>	<b>135</b>	<b>23</b>
Applied Science Technologists & Technicians of BC	1	0	1	1	0	2	2	0
Association of British Columbia Forest Professionals	0	0	1	1	0	1	1	0
Association of Professional Engineers and Geoscientists	2	0	2	2	0	2	2	2
BC College of Nurses and Midwives	3	4	10	14	4	13	17	0
British Columbia College of Social Workers	2	0	0	0	0	1	1	1
Building Officials Association of BC	0	0	2	2	0	1	1	1
Chartered Professional Accountants of British Columbia	4	0	0	0	0	1	1	3
College of Applied Biologists	0	0	2	2	0	0	0	2
College of Chiropractors of BC	0	1	3	4	1	3	4	0
College of Dental Hygienists of BC	0	0	3	3	0	3	3	0
College of Dental Surgeons of BC	3	3	2	5	3	5	8	0
College of Denturists of BC	1	0	0	0	0	1	1	0
College of Massage Therapists of BC	0	1	2	3	1	1	2	1
College of Pharmacists of BC	1	1	1	2	1	2	3	0
College of Physical Therapists of BC	0	0	2	2	0	2	2	0
College of Physicians and Surgeons of BC	0	9	13	22	9	14	23	0
College of Traditional Chinese Medicine Practitioners & Acupuncturists of BC	0	1	1	2	1	1	2	0
College of Veterinarians of BC	0	0	3	3	0	2	2	1
Law Society of British Columbia	9	16	45	61	16	43	59	11
Society of Notaries Public	1	1	0	1	1	0	1	1
<b>Health Authorities</b>	<b>39</b>	<b>94</b>	<b>473</b>	<b>567</b>	<b>93</b>	<b>409</b>	<b>502</b>	<b>104</b>
Fraser Health	5	26	104	130	25	80	105	30
Interior Health	7	13	42	55	13	46	59	3
Island Health	8	24	99	123	24	89	113	18
Northern Health	0	4	32	36	4	27	31	5
Provincial Health Services Authority	10	13	100	113	13	92	105	18
Vancouver Coastal Health	9	14	96	110	14	75	89	30
<b>JURISDICTIONAL TOTALS</b>	<b>805</b>	<b>986</b>	<b>4759</b>	<b>5745</b>	<b>988</b>	<b>4835</b>	<b>5823</b>	<b>732</b>
<b>NON-JURISDICTIONAL TOTALS</b>	<b>2</b>	<b>374</b>	<b>1803</b>	<b>2177</b>	<b>374</b>	<b>1796</b>	<b>2170</b>	<b>9</b>
<b>ALL FILES</b>	<b>807</b>	<b>1360</b>	<b>6562</b>	<b>7922</b>	<b>1362</b>	<b>6631</b>	<b>7993</b>	<b>741</b>