

Office of the Ombudsperson 2020/21 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2020	Files Received			Files Closed			Open Files as of 31-Mar-2021
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Ministries	311	518	1663	2182	518	1644	2162	330
Ministry of Advanced Education and Skills Training	9	11	25	36	11	27	38	7
Ministry of Agriculture, Food and Fisheries	0	1	3	4	1	3	4	0
Ministry of Attorney General	45	50	153	203	50	137	187	61
Ministry of Children and Family Development	116	93	388	481	93	407	500	97
Ministry of Citizens' Services	1	9	12	21	9	11	20	2
Ministry of Education	7	16	27	43	16	25	41	9
Ministry of Energy, Mines and Low Carbon Innovation	1	3	4	7	3	5	8	0
Ministry of Environment and Climate Change Strategy	2	4	16	20	4	16	20	2
Ministry of Finance	4	39	125	164	39	102	141	27
Ministry of Forests, Lands, Natural Resource Operations and Rural Development	12	10	33	43	10	32	42	13
Ministry of Health	32	120	181	301	120	171	291	42
Ministry of Indigenous Relations and Reconciliation	0	1	1	2	1	0	1	1
Ministry of Jobs, Economic Recovery and Innovation	0	3	0	3	3	0	3	0
Ministry of Labour	3	6	23	29	6	22	28	4
Ministry of Mental Health and Addictions	0	5	2	7	5	2	7	0
Ministry of Municipal Affairs	12	25	53	78	25	64	89	1
Ministry of Public Safety and Solicitor General	29	52	367	420	52	360	412	36
Ministry of Social Development and Poverty Reduction	30	63	223	286	63	234	297	19
Ministry of Transportation and Infrastructure	8	7	27	34	7	26	33	9
Commissions and Boards	88	136	382	518	136	376	512	95
Agricultural Land Commission	3	4	13	17	4	13	17	3
BC Arts Council	1	0	0	0	0	1	1	0
BC Emergency Health Services	2	2	8	10	2	8	10	2
BC Farm Industry Review Board	0	1	1	2	1	1	2	0
BC Financial Services Authority	0	1	2	3	1	2	3	0
BC Review Board	1	0	0	0	0	1	1	0
BC Securities Commission	1	0	3	3	0	2	2	2
BC Society for the Prevention of Cruelty to Animals	0	1	3	4	1	4	5	0
BC Utilities Commission	2	2	5	7	2	3	5	4
Civil Resolution Tribunal	11	7	17	24	7	20	27	8
Columbia Basin Trust	0	0	2	2	0	2	2	0
Consumer Protection BC	1	2	3	5	2	2	4	2
Coroners Service	2	6	13	19	6	14	20	1
Emergency Medical Assistants Licensing Board	0	1	3	4	1	3	4	0
Employment Standards Tribunal	0	3	7	10	3	6	9	1
Employment and Assistance Appeal Tribunal	2	0	1	1	0	2	2	1
Financial Services Tribunal	1	0	0	0	0	1	1	0

Office of the Ombudsperson 2020/21 Authority Statistics

Health Employers Association of BC	1	0	0	0	0	0	0	1
Health Professions Review Board	4	3	9	12	3	7	10	6
Human Rights Tribunal	3	11	16	27	11	15	26	4
Industry Training Authority	1	0	1	1	0	2	2	0
Insurance Council of BC	0	0	1	1	0	1	1	0
Labour Relations Board	2	3	6	9	3	7	10	1
Land Title and Survey Authority	4	0	3	3	0	5	5	2
Legal Services Society	0	5	18	23	5	16	21	2
Managed Forest Council	0	1	0	1	1	0	1	0
Mental Health Review Board	1	4	4	8	4	3	7	2
Motor Dealer Customer Compensation Fund Board	0	0	1	1	0	1	1	0
Motor Vehicle Sales Authority of BC	1	3	18	21	3	12	15	7
Passenger Transportation Board	1	0	1	1	0	1	1	1
Pension Corporation	0	0	1	1	0	1	1	0
Premier's Office	0	1	2	3	1	2	3	0
Property Assessment Appeal Board	0	0	1	1	0	1	1	0
Public Guardian and Trustee	6	12	51	63	12	48	60	9
Real Estate Council	7	5	14	19	5	16	21	5
Technical Safety BC	0	2	6	8	2	5	7	1
TransLink	2	2	17	19	2	17	19	2
WorkSafeBC	24	50	115	165	50	116	166	23
Workers' Compensation Appeal Tribunal	4	4	16	20	4	15	19	5
Crown Corporations	78	158	583	741	156	547	703	116
BC Assessment	6	2	16	18	2	18	20	4
BC Housing	9	20	62	82	20	63	83	8
BC Hydro and Power Authority	21	15	87	102	15	80	95	28
BC Lottery Corporation	0	1	7	8	1	6	7	1
BC Pavilion Corporation	0	1	1	2	1	0	1	1
BC Transit	1	1	1	2	1	2	3	0
British Columbia Railway Company	0	0	2	2	0	1	1	1
Columbia Power Corporation	1	0	1	1	0	1	1	1
Community Living BC	11	8	24	32	8	26	34	9
ICBC	29	109	382	491	107	350	457	63
Oil and Gas Commission	0	1	0	1	1	0	1	0
Municipalities	68	118	561	679	117	535	652	95
Bowen Island Municipality	0	0	1	1	0	0	0	1
City of Abbotsford	0	0	5	5	0	4	4	1
City of Armstrong	1	0	2	2	0	2	2	1
City of Burnaby	0	4	10	14	4	10	14	0
City of Campbell River	0	2	1	3	2	0	2	1
City of Colwood	0	0	3	3	0	3	3	0

Office of the Ombudsperson 2020/21 Authority Statistics

City of Coquitlam	0	1	6	7	1	6	7	0
City of Courtenay	1	1	4	5	1	3	4	2
City of Cranbrook	1	0	4	4	0	5	5	0
City of Delta	0	1	4	5	1	2	3	2
City of Duncan	0	0	1	1	0	1	1	0
City of Enderby	0	1	1	2	1	1	2	0
City of Fernie	0	0	4	4	0	4	4	0
City of Fort St. John	0	0	4	4	0	3	3	1
City of Grand Forks	0	2	1	3	2	1	3	0
City of Greenwood	0	1	0	1	1	0	1	0
City of Kamloops	0	0	4	4	0	3	3	1
City of Kelowna	2	3	3	6	3	4	7	1
City of Kimberley	0	1	1	2	1	1	2	0
City of Langford	0	2	6	8	2	2	4	4
City of Langley	1	0	1	1	0	2	2	0
City of Maple Ridge	3	3	8	11	3	10	13	1
City of Merritt	0	0	1	1	0	0	0	1
City of Nanaimo	1	2	5	7	1	6	7	1
City of Nelson	1	0	1	1	0	2	2	0
City of New Westminster	1	2	2	4	2	3	5	0
City of North Vancouver	1	1	6	7	1	7	8	0
City of Parksville	0	0	4	4	0	2	2	2
City of Penticton	1	2	2	4	2	2	4	1
City of Pitt Meadows	0	0	4	4	0	2	2	2
City of Port Alberni	0	0	2	2	0	1	1	1
City of Port Coquitlam	0	0	4	4	0	4	4	0
City of Port Moody	1	1	1	2	1	1	2	1
City of Powell River	0	0	3	3	0	3	3	0
City of Prince George	0	2	10	12	2	7	9	3
City of Quesnel	0	0	1	1	0	1	1	0
City of Revelstoke	0	0	1	1	0	0	0	1
City of Richmond	2	0	8	8	0	8	8	2
City of Rossland	1	0	6	6	0	6	6	1
City of Surrey	4	1	22	23	1	23	24	3
City of Terrace	1	1	2	3	1	2	3	1
City of Vancouver	15	11	220	231	11	221	232	14
City of Vernon	1	3	4	7	3	4	7	1
City of Victoria	2	11	20	31	11	22	33	0
City of West Kelowna	1	0	3	3	0	3	3	1
City of White Rock	3	0	1	1	0	1	1	3
District of Central Saanich	1	0	6	6	0	5	5	2

Office of the Ombudsperson 2020/21 Authority Statistics

District of Clearwater	0	0	1	1	0	1	1	0
District of Coldstream	0	0	2	2	0	1	1	1
District of Elkford	0	0	1	1	0	1	1	0
District of Fort St. James	1	1	2	3	1	2	3	1
District of Hope	0	0	4	4	0	3	3	1
District of Houston	0	0	1	1	0	0	0	1
District of Invermere	0	0	1	1	0	1	1	0
District of Lake Country	0	2	2	4	2	1	3	1
District of Lantzville	0	19	6	25	19	6	25	0
District of Mackenzie	0	1	0	1	1	0	1	0
District of Mission	2	1	6	7	1	5	6	3
District of North Saanich	1	3	5	8	3	3	6	3
District of North Vancouver	1	2	5	7	2	5	7	1
District of Oak Bay	0	0	1	1	0	1	1	0
District of Peachland	0	0	1	1	0	1	1	0
District of Port Edward	1	0	2	2	0	3	3	0
District of Saanich	4	2	5	7	2	6	8	3
District of Sechelt	1	2	2	4	2	1	3	2
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	2	4	6	2	4	6	1
District of Stewart	0	2	2	4	2	2	4	0
District of Summerland	1	0	9	9	0	7	7	3
District of Tumbler Ridge	1	0	1	1	0	2	2	0
District of Ucluelet	0	0	2	2	0	2	2	0
District of Vanderhoof	0	0	3	3	0	1	1	2
District of Wells	0	0	1	1	0	1	1	0
District of West Vancouver	0	0	8	8	0	7	7	1
Municipality of North Cowichan	0	2	2	4	2	1	3	1
Resort Municipality of Whistler	0	2	5	7	2	4	6	1
Town of Comox	0	1	2	3	1	1	2	1
Town of Creston	0	0	3	3	0	3	3	0
Town of Gibsons	1	1	1	2	1	1	2	1
Town of Golden	2	0	1	1	0	3	3	0
Town of Ladysmith	0	0	1	1	0	1	1	0
Town of Lake Cowichan	0	1	4	5	1	4	5	0
Town of Osoyoos	0	1	0	1	1	0	1	0
Town of Princeton	0	0	2	2	0	2	2	0
Town of Qualicum Beach	1	2	8	10	2	6	8	3
Town of Sidney	0	2	0	2	2	0	2	0
Town of View Royal	0	1	5	6	1	5	6	0

Office of the Ombudsperson 2020/21 Authority Statistics

Township of Esquimalt	1	1	2	3	1	2	3	1
Township of Langley	1	2	4	6	2	5	7	0
Village of Anmore	0	0	4	4	0	4	4	0
Village of Belcarra	0	1	1	2	1	1	2	0
Village of Cache Creek	0	0	1	1	0	0	0	1
Village of Canal Flats	0	2	3	5	2	3	5	0
Village of Chase	0	0	1	1	0	1	1	0
Village of Cumberland	0	0	6	6	0	5	5	1
Village of Harrison Hot Springs	0	0	1	1	0	0	0	1
Village of Kaslo	0	1	0	1	1	0	1	0
Village of Nakusp	0	0	2	2	0	2	2	0
Village of Pemberton	1	0	1	1	0	1	1	1
Village of Port Alice	0	0	1	1	0	1	1	0
Village of Pouce Coupe	1	0	0	0	0	1	1	0
Village of Salmo	0	0	3	3	0	2	2	1
Village of Silverton	0	1	0	1	1	0	1	0
Village of Tahsis	0	1	3	4	1	3	4	0
Village of Telkwa	0	0	1	1	0	1	1	0
Village of Valemount	0	0	1	1	0	0	0	1
Regional Districts	16	16	61	77	16	60	76	17
Alberni-Clayoquot Regional District	2	0	2	2	0	4	4	0
Capital Regional District	0	3	7	10	3	7	10	0
Cariboo Regional District	0	1	1	2	1	1	2	0
Columbia-Shuswap Regional District	0	1	2	3	1	1	2	1
Comox Valley Regional District	0	1	1	2	1	1	2	0
Cowichan Valley Regional District	0	0	5	5	0	5	5	0
Fraser Valley Regional District	1	3	1	4	3	2	5	0
Metro Vancouver	1	1	0	1	1	1	2	0
Northern Rockies Regional Municipality	1	0	0	0	0	1	1	0
Peace River Regional District	0	0	2	2	0	0	0	2
Regional District of Central Kootenay	2	2	6	8	2	6	8	2
Regional District of Central Okanagan	3	0	4	4	0	4	4	3
Regional District of East Kootenay	2	0	0	0	0	1	1	1
Regional District of Fraser-Fort George	0	0	3	3	0	3	3	0
Regional District of Mount Waddington	0	0	1	1	0	1	1	0
Regional District of Nanaimo	1	2	11	13	2	9	11	3
Regional District of North Okanagan	1	0	1	1	0	2	2	0
Regional District of Okanagan-Similkameen	1	2	4	6	2	3	5	2
Squamish-Lillooet Regional District	0	0	3	3	0	2	2	1
Sunshine Coast Regional District	0	0	7	7	0	6	6	1
qathet Regional District	1	0	0	0	0	0	0	1

Office of the Ombudsperson 2020/21 Authority Statistics

Islands Trust	1	1	6	7	1	5	6	2
Improvement Districts	5	2	9	11	2	7	9	7
Brandon Waterworks District	0	0	1	1	0	1	1	0
Diamond Improvement District	0	0	1	1	0	0	0	1
Hagensborg Waterworks District	1	0	0	0	0	1	1	0
Hedley Improvement District	0	1	0	1	1	0	1	0
Lower Nipit Improvement District	0	0	1	1	0	0	0	1
Mill Bay Fire Protection District	0	0	1	1	0	0	0	1
Mill Bay Waterworks District	1	0	0	0	0	1	1	0
Nasookin Improvement District	0	0	2	2	0	1	1	1
Nicks Island Dyking District	0	0	1	1	0	0	0	1
Ocean Falls Improvement District	0	0	2	2	0	2	2	0
Union Bay Improvement District	2	1	0	1	1	0	1	2
Village Point Improvement District	1	0	0	0	0	1	1	0
Libraries	2	0	1	1	1	1	2	1
Greater Victoria Public Library	0	0	1	1	0	1	1	0
Surrey Public Library	2	0	0	0	1	0	1	1
Parks Boards	3	2	4	6	2	6	8	1
Cultus Lake Park Board	1	2	2	4	2	2	4	1
Vancouver Park Board	2	0	2	2	0	4	4	0
Schools and School Boards	20	15	78	93	15	78	93	20
School District 05 (Southeast Kootenay)	1	1	0	1	1	0	1	1
School District 06 (Rocky Mountain)	0	0	1	1	0	1	1	0
School District 22 (Vernon)	0	0	2	2	0	2	2	0
School District 23 (Central Okanagan)	0	0	2	2	0	2	2	0
School District 27 (Cariboo-Chilcotin)	1	0	1	1	0	2	2	0
School District 33 (Chilliwack)	0	0	1	1	0	1	1	0
School District 34 (Abbotsford)	0	1	1	2	1	1	2	0
School District 35 (Langley)	2	0	4	4	0	5	5	1
School District 36 (Surrey)	1	2	6	8	2	6	8	1
School District 37 (Delta)	0	0	1	1	0	1	1	0
School District 38 (Richmond)	0	1	1	2	1	0	1	1
School District 39 (Vancouver)	3	2	8	10	2	8	10	3
School District 41 (Burnaby)	0	1	6	7	1	4	5	2
School District 42 (Maple Ridge-Pitt Meadows)	1	0	0	0	0	0	0	1
School District 43 (Coquitlam)	0	1	7	8	1	6	7	1
School District 44 (North Vancouver)	1	1	7	8	1	8	9	0
School District 47 (Powell River)	0	0	1	1	0	1	1	0
School District 48 (Howe Sound)	0	0	3	3	0	2	2	1
School District 49 (Central Coast)	0	0	1	1	0	1	1	0

Office of the Ombudsperson 2020/21 Authority Statistics

School District 50 (Haida Gwaii)	1	0	0	0	0	0	0	1
School District 59 (Peace River South)	0	0	2	2	0	1	1	1
School District 61 (Greater Victoria)	5	1	3	4	1	8	9	0
School District 62 (Sooke)	1	0	8	8	0	7	7	2
School District 63 (Saanich)	0	0	2	2	0	2	2	0
School District 64 (Gulf Islands)	0	2	0	2	2	0	2	0
School District 67 (Okanagan Skaha)	2	0	0	0	0	1	1	1
School District 68 (Nanaimo-Ladysmith)	1	0	4	4	0	3	3	2
School District 71 (Comox Valley)	0	0	1	1	0	1	1	0
School District 73 (Kamloops/Thompson)	0	0	1	1	0	1	1	0
School District 78 (Fraser-Cascade)	0	0	1	1	0	1	1	0
School District 79 (Cowichan Valley)	0	0	2	2	0	1	1	1
School District 83 (North Okanagan-Shuswap)	0	1	1	2	1	1	2	0
School District 93 (Conseil Scolaire Francophone)	0	1	0	1	1	0	1	0
Universities	7	11	35	46	11	32	43	10
Capilano University	0	2	3	5	2	2	4	1
Kwantlen Polytechnic University	0	0	2	2	0	1	1	1
Royal Roads University	1	0	1	1	0	2	2	0
Simon Fraser University	1	1	2	3	1	1	2	2
Thompson Rivers University	0	3	8	11	3	7	10	1
University of British Columbia	2	1	2	3	1	3	4	1
University of Northern BC	0	0	5	5	0	5	5	0
University of Victoria	1	3	9	12	3	8	11	2
University of the Fraser Valley	1	0	0	0	0	0	0	1
Vancouver Island University	1	1	3	4	1	3	4	1
Colleges	6	6	23	29	6	20	26	9
BC Institute of Technology	0	0	5	5	0	5	5	0
Camosun College	0	1	2	3	1	2	3	0
College of New Caledonia	2	1	2	3	1	2	3	2
College of the Rockies	1	1	0	1	1	1	2	0
Douglas College	1	1	1	2	1	1	2	1
Justice Institute of BC	1	1	0	1	1	1	2	0
Langara College	0	0	3	3	0	2	2	1
North Island College	0	0	1	1	0	1	1	0
Northern Lights College	0	0	1	1	0	1	1	0
Okanagan College	0	0	1	1	0	1	1	0
Selkirk College	0	1	4	5	1	2	3	2
Vancouver Community College	1	0	3	3	0	1	1	3
Professional Associations	23	29	97	126	28	90	118	31
Applied Science Technologists & Technicians of BC	0	0	1	1	0	1	1	0
Association of British Columbia Forest Professionals	0	1	1	2	1	1	2	0

Office of the Ombudsperson 2020/21 Authority Statistics

Association of Professional Engineers and Geoscientists	2	0	0	0	0	2	2	0
BC College of Nurses and Midwives	0	3	9	12	3	7	10	2
British Columbia College of Social Workers	1	2	1	3	2	1	3	1
Building Officials Association of BC	1	0	0	0	0	1	1	0
Chartered Professional Accountants of British Columbia	3	1	1	2	1	1	2	3
College of Applied Biology	2	0	1	1	0	0	0	3
College of Chiropractors of BC	0	0	2	2	0	2	2	0
College of Dental Surgeons of BC	0	1	2	3	1	2	3	0
College of Denturists of BC	0	1	0	1	1	0	1	0
College of Massage Therapists of BC	1	1	1	2	1	2	3	0
College of Naturopathic Physicians of BC	0	1	2	3	1	2	3	0
College of Occupational Therapists of BC	0	0	4	4	0	2	2	2
College of Optometrists of BC	0	1	1	2	1	1	2	0
College of Pharmacists of BC	0	1	1	2	1	1	2	0
College of Physical Therapists of BC	0	0	1	1	0	1	1	0
College of Physicians and Surgeons of BC	0	9	16	25	8	13	21	4
College of Psychologists of BC	0	0	1	1	0	1	1	0
College of Speech and Hearing Health Professionals of BC	0	0	3	3	0	2	2	1
College of Veterinarians of BC	1	0	3	3	0	4	4	0
Law Society of British Columbia	11	7	46	53	7	43	50	14
Society of Notaries Public	1	0	0	0	0	0	0	1
Health Authorities	104	166	527	692	167	536	703	94
Fraser Health	30	38	138	176	39	142	181	25
Interior Health	3	18	71	89	18	64	82	10
Island Health	18	41	99	139	41	100	141	17
Northern Health	5	2	21	23	2	23	25	3
Provincial Health Services Authority	18	16	81	97	16	83	99	16
Vancouver Coastal Health	30	51	117	168	51	124	175	23
JURISDICTIONAL TOTALS	732	1178	4030	5208	1176	3937	5113	828
NON-JURISDICTIONAL TOTALS	9	363	2143	2506	363	2150	2513	2
ALL FILES	741	1541	6173	7714	1539	6087	7626	830