

Office of the Ombudsperson 2022/23 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 1-April- 2022	Files Received			Files Closed			Open Files as of 31-March- 2023
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Ministries	406	545	1393	1938	546	1324	1870	291
Ministry of Agriculture and Food	0	1	4	5	1	3	4	1
Ministry of Attorney General	68	22	38	60	22	32	54	2
Ministry of Children and Family Development	103	87	294	381	87	274	361	77
Ministry of Citizens' Services	1	6	13	19	6	12	18	3
Ministry of Education and Child Care	9	5	15	20	5	19	24	5
Ministry of Emergency Management and Climate Readiness	0	4	19	23	4	16	20	1
Ministry of Energy, Mines and Low Carbon Innovation	4	2	10	12	2	7	9	5
Ministry of Environment and Climate Change Strategy	3	1	11	12	1	5	6	8
Ministry of Finance	13	19	82	101	19	76	95	17
Ministry of Forests	23	7	36	43	8	37	45	15
Ministry of Health	25	69	130	199	69	135	204	17
Ministry of Housing	59	94	148	242	95	140	235	50
Ministry of Indigenous Relations and Reconciliation	0	0	1	1	0	1	1	0
Ministry of Jobs, Economic Recovery and Innovation	0	0	2	2	0	2	2	0
Ministry of Labour	5	10	19	29	10	20	30	3
Ministry of Mental Health and Addictions	0	3	2	5	3	2	5	0
Ministry of Municipal Affairs	0	2	2	4	2	2	4	0
Ministry of Post-Secondary Education and Future Skills	5	4	18	22	4	19	23	3
Ministry of Public Safety and Solicitor General	48	102	247	349	101	225	326	55
Ministry of Social Development and Poverty Reduction	30	102	278	380	102	274	376	22
Ministry of Transportation and Infrastructure	10	5	22	27	5	21	26	7
Ministry of Water, Land and Resource Stewardship	0	0	2	2	0	2	2	0
Commissions and Boards	101	143	377	520	142	362	504	93
Agricultural Land Commission	3	0	7	7	0	5	5	4
BC Emergency Health Services	2	3	11	14	3	11	14	2
BC Farm Industry Review Board	0	0	5	5	0	1	1	3
BC Securities Commission	1	1	4	5	1	2	3	3
BC Society for the Prevention of Cruelty to Animals	0	4	10	14	4	10	14	1
BC Utilities Commission	3	2	4	6	2	4	6	1
City of Vancouver Board of Variance	0	0	1	1	0	1	1	0
Civil Resolution Tribunal	11	7	22	29	7	26	33	5
Consumer Protection BC	2	2	6	8	2	6	8	2
Coroners Service	0	9	18	27	9	13	22	5
Creative BC	1	0	0	0	1	0	1	0
Emergency Communications for British Columbia Incorporated	0	0	1	1	0	1	1	0
Emergency Medical Assistants Licensing Board	0	0	7	7	0	5	5	1
Employment Standards Tribunal	0	2	2	4	2	1	3	1
Employment and Assistance Appeal Tribunal	4	0	2	2	0	6	6	0
Environmental Appeal Board	0	0	1	1	0	1	1	0
Health Professions Review Board	2	0	2	2	0	3	3	1
Human Rights Tribunal	10	5	11	16	4	16	20	3
Insurance Council of BC	2	1	3	4	1	3	4	1
Labour Relations Board	1	4	4	8	4	5	9	0
Land Title and Survey Authority	0	1	4	5	1	3	4	1
Legal Aid BC	2	7	8	15	7	9	16	1
Mental Health Review Board	2	6	6	12	6	6	12	2
Motor Vehicle Sales Authority of BC	9	3	5	8	3	11	14	1
Municipal Pension Board of Trustees	0	1	0	1	1	0	1	0
Pension Corporation	1	1	11	12	1	11	12	1
Premier's Office	0	1	0	1	1	0	1	0
Property Assessment Appeal Board	0	0	2	2	0	1	1	1
Public Guardian and Trustee	11	15	34	49	15	39	54	3
Public Service Pension Board of Trustees	0	0	1	1	0	1	1	0
Safety Standards Appeal Board	0	0	1	1	0	1	1	0
SkilledTradesBC	0	1	0	1	1	0	1	0
Surface Rights Board	1	0	0	0	0	1	1	0
Technical Safety BC	1	0	7	7	0	7	7	1
TransLink	1	0	3	3	0	2	2	2
WorkSafeBC	26	66	164	230	65	141	206	41
Workers' Compensation Appeal Tribunal	5	1	10	11	1	9	10	6
Crown Corporations	90	215	603	818	214	541	755	133
BC Assessment	2	9	21	30	9	19	28	3
BC Family Maintenance Agency	0	16	47	63	16	44	60	8

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BC Financial Services Authority	5	1	22	23	1	22	23	3
BC Housing	9	19	49	68	19	44	63	12
BC Hydro and Power Authority	14	8	63	71	8	52	60	23
BC Lottery Corporation	1	2	9	11	2	7	9	2
BC Transit	0	2	11	13	2	10	12	1
British Columbia Railway Company	0	0	0	0	0	0	0	0
Columbia Power Corporation	0	0	1	1	0	0	0	1
Community Living BC	4	9	32	41	9	23	32	12
Destination BC	0	0	0	0	0	0	0	0
First Peoples' Cultural Council	0	0	1	1	0	1	1	0
ICBC	55	148	345	493	147	318	465	67
Royal BC Museum	0	1	0	1	1	0	1	0
Transportation Investment Corporation	0	0	2	2	0	1	1	1
Municipalities	96	107	379	486	106	371	477	79
Bowen Island Municipality	0	1	8	9	1	7	8	1
City of Abbotsford	1	1	2	3	1	3	4	0
City of Armstrong	2	0	0	0	1	1	2	0
City of Burnaby	2	2	8	10	2	9	11	0
City of Campbell River	0	1	3	4	1	2	3	1
City of Castlegar	0	1	14	15	1	10	11	4
City of Chilliwack	0	1	0	1	1	0	1	0
City of Colwood	0	0	3	3	0	2	2	1
City of Coquitlam	2	3	4	7	3	6	9	0
City of Courtenay	1	0	1	1	0	2	2	0
City of Cranbrook	3	0	2	2	0	4	4	1
City of Delta	0	0	3	3	0	2	2	1
City of Enderby	0	0	2	2	0	1	1	1
City of Fernie	0	0	2	2	0	2	2	0
City of Fort St. John	0	0	0	0	0	0	0	0
City of Grand Forks	0	1	1	2	1	1	2	0
City of Greenwood	1	0	0	0	0	0	0	1
City of Kamloops	1	1	10	11	1	11	12	0
City of Kelowna	1	1	13	14	1	12	13	1
City of Kimberley	0	1	2	3	1	1	2	1
City of Langford	5	0	6	6	0	9	9	1
City of Langley	0	0	1	1	0	1	1	0
City of Maple Ridge	1	2	8	10	2	5	7	3
City of Merritt	0	0	3	3	0	2	2	1
City of Mission	2	2	4	6	2	6	8	0
City of Nanaimo	0	5	6	11	5	4	9	2
City of Nelson	0	1	3	4	1	3	4	0
City of New Westminster	0	0	1	1	0	1	1	0
City of North Vancouver	1	1	1	2	1	2	3	0
City of Parksville	1	0	4	4	0	3	3	2
City of Penticton	1	5	7	12	5	7	12	1
City of Pitt Meadows	1	0	4	4	0	5	5	0
City of Port Alberni	0	1	1	2	1	1	2	0
City of Port Coquitlam	0	1	1	2	1	1	2	0
City of Port Moody	1	0	3	3	0	3	3	1
City of Powell River	0	0	3	3	0	3	3	0
City of Prince George	1	1	2	3	1	2	3	1
City of Prince Rupert	0	0	3	3	0	2	2	1
City of Quesnel	0	1	0	1	1	0	1	0
City of Revelstoke	0	0	3	3	0	3	3	0
City of Richmond	0	1	6	7	1	4	5	2
City of Rossland	1	1	1	2	0	1	1	1
City of Salmon Arm	0	2	1	3	2	1	3	0
City of Surrey	11	9	23	32	9	27	36	2
City of Terrace	1	0	2	2	0	0	0	2
City of Trail	0	0	4	4	0	4	4	0
City of Vancouver	11	11	59	70	11	56	67	12
City of Vernon	1	1	3	4	1	3	4	1
City of Victoria	6	4	12	16	4	16	20	1
City of White Rock	3	5	4	9	5	5	10	2
City of Williams Lake	1	1	0	1	1	1	2	0
District of Central Saanich	1	0	1	1	0	2	2	0
District of Coldstream	0	0	1	1	0	1	1	0
District of Highlands	0	1	0	1	1	0	1	0

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District of Hope	1	1	3	4	1	2	3	2
District of Hudson's Hope	0	0	1	1	0	1	1	0
District of Invermere	0	0	1	1	0	0	0	1
District of Kent	0	1	0	1	1	0	1	0
District of Kitimat	0	1	0	1	1	0	1	0
District of Lake Country	0	1	3	4	1	2	3	1
District of Lantzville	0	1	0	1	1	0	1	0
District of Logan Lake	1	0	0	0	0	1	1	0
District of Mackenzie	0	2	1	3	2	1	3	0
District of Metchosin	1	0	1	1	0	2	2	0
District of North Saanich	3	0	0	0	0	2	2	0
District of North Vancouver	1	2	4	6	2	3	5	2
District of Oak Bay	0	0	2	2	0	1	1	0
District of Port Edward	0	0	1	1	0	1	1	0
District of Port Hardy	0	0	1	1	0	0	0	1
District of Saanich	3	1	11	12	1	9	10	3
District of Sechelt	1	1	2	3	1	3	4	0
District of Sicamous	0	0	3	3	0	3	3	0
District of Sooke	0	0	1	1	0	0	0	1
District of Squamish	0	3	5	8	3	5	8	0
District of Stewart	1	0	0	0	0	1	1	0
District of Summerland	0	2	2	4	2	2	4	0
District of Tofino	0	0	1	1	0	1	1	0
District of Tumbler Ridge	1	0	3	3	0	4	4	0
District of Ucluelet	0	1	0	1	1	0	1	0
District of Vanderhoof	2	0	1	1	0	1	1	0
District of Wells	0	0	0	0	0	0	0	0
District of West Vancouver	0	1	4	5	1	4	5	0
Municipality of North Cowichan	0	4	4	8	3	1	4	3
Resort Municipality of Whistler	1	1	1	2	1	2	3	0
Sun Peaks Mountain Resort Municipality	0	0	1	1	0	1	1	0
Town of Comox	0	0	3	3	0	3	3	0
Town of Creston	0	0	6	6	0	5	5	1
Town of Gibsons	1	1	1	2	1	2	3	0
Town of Ladysmith	1	0	1	1	0	2	2	0
Town of Lake Cowichan	1	0	1	1	0	1	1	0
Town of Oliver	0	1	2	3	1	2	3	0
Town of Osoyoos	0	1	2	3	1	2	3	0
Town of Princeton	0	3	2	5	3	1	4	1
Town of Qualicum Beach	1	0	4	4	0	4	4	1
Town of Sidney	0	0	1	1	0	1	1	0
Town of View Royal	0	2	1	3	2	1	3	0
Township of Esquimalt	0	2	2	4	2	2	4	0
Township of Langley	1	0	6	6	0	5	5	1
Township of Spallumcheen	0	0	1	1	0	0	0	1
Village of Alert Bay	0	0	0	0	0	0	0	0
Village of Anmore	1	0	0	0	0	1	1	0
Village of Ashcroft	0	1	1	2	1	1	2	0
Village of Belcarra	2	0	1	1	0	2	2	0
Village of Cache Creek	1	0	1	1	0	1	1	0
Village of Chase	0	0	4	4	0	2	2	2
Village of Clinton	0	0	1	1	0	1	1	0
Village of Cumberland	2	0	1	1	0	2	2	1
Village of Daajing Giids	0	1	3	4	1	2	3	1
Village of Fruitvale	1	0	0	0	0	1	1	0
Village of Gold River	1	0	0	0	0	1	1	0
Village of Harrison Hot Springs	0	2	0	2	2	0	2	0
Village of Kaslo	0	0	1	1	0	1	1	0
Village of Lions Bay	1	0	0	0	0	1	1	0
Village of McBride	1	0	0	0	0	0	0	1
Village of Montrose	0	0	1	1	0	1	1	0
Village of Nakusp	0	0	1	1	0	0	0	1
Village of New Denver	0	0	3	3	0	1	1	2
Village of Pouce Coupe	1	0	1	1	0	1	1	0
Village of Salmo	0	0	2	2	0	1	1	1
Village of Sayward	0	0	1	1	0	0	0	1
Village of Tahsis	0	0	5	5	0	4	4	1
Village of Warfield	0	0	2	2	0	2	2	0

Office of the Ombudsperson 2022/23 Authority Statistics

School District 43 (Coquitlam)	6	1	1	2	1	6	7	0
School District 44 (North Vancouver)	3	0	2	2	0	3	3	0
School District 45 (West Vancouver)	1	1	3	4	1	4	5	0
School District 47 (Powell River)	0	0	1	1	0	0	0	1
School District 51 (Boundary)	0	0	2	2	0	2	2	0
School District 52 (Prince Rupert)	1	0	0	0	0	0	0	1
School District 57 (Prince George)	0	0	1	1	0	0	0	1
School District 59 (Peace River South)	1	0	0	0	0	1	1	0
School District 61 (Greater Victoria)	0	0	3	3	0	2	2	1
School District 62 (Sooke)	1	0	2	2	0	3	3	0
School District 64 (Gulf Islands)	0	0	1	1	0	1	1	0
School District 67 (Okanagan Skaha)	1	0	2	2	0	2	2	1
School District 68 (Nanaimo-Ladysmith)	2	2	7	9	2	7	9	1
School District 69 (Qualicum)	1	0	1	1	0	1	1	1
School District 70 (Alberni)	0	0	1	1	0	1	1	0
School District 73 (Kamloops/Thompson)	1	0	4	4	0	4	4	0
School District 75 (Mission)	0	0	1	1	0	1	1	0
School District 79 (Cowichan Valley)	0	0	4	4	0	3	3	1
School District 84 (Vancouver Island West)	0	0	1	1	0	1	1	0
School District 92 (Nisga'a)	0	0	2	2	0	2	2	0
Research Universities	10	11	16	27	11	19	30	3
Royal Roads University	0	0	1	1	0	0	0	1
Simon Fraser University	2	0	1	1	0	3	3	0
Thompson Rivers University	3	0	4	4	0	6	6	0
University of British Columbia	3	4	6	10	4	7	11	1
University of Northern BC	2	3	3	6	3	2	5	1
University of Victoria	0	4	1	5	4	1	5	0
Institutes and Universities	6	2	14	16	2	11	13	7
BC Institute of Technology	0	0	2	2	0	0	0	2
Capilano University	0	1	4	5	1	3	4	1
Justice Institute of BC	0	0	1	1	0	1	1	0
Kwantlen Polytechnic University	2	1	3	4	1	4	5	1
University of the Fraser Valley	3	0	0	0	0	1	1	0
Vancouver Island University	1	0	4	4	0	2	2	3
Colleges	5	5	11	16	5	12	17	3
Camosun College	0	2	2	4	2	1	3	1
College of New Caledonia	1	0	1	1	0	2	2	0
College of the Rockies	0	2	0	2	2	0	2	0
Douglas College	1	0	0	0	0	1	1	0
Langara College	0	0	3	3	0	2	2	1
North Island College	0	0	0	0	0	1	1	0
Northern Lights College	1	0	1	1	0	1	1	0
Okanagan College	0	1	2	3	1	0	1	1
Selkirk College	1	0	0	0	0	1	1	0
Vancouver Community College	1	0	2	2	0	3	3	0
Professional Associations	29	42	99	141	42	91	133	36
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	1	2	3	5	2	3	5	1
BC College of Nurses and Midwives	2	6	5	11	6	6	12	1
BC College of Oral Health Professionals	0	0	3	3	0	2	2	1
British Columbia College of Social Workers	1	1	2	3	1	2	3	1
Chartered Professional Accountants of British Columbia	4	1	1	2	1	1	2	1
College of Applied Biology	1	0	1	1	0	1	1	1
College of Chiropractors of BC	0	1	0	1	1	0	1	0
College of Massage Therapists of BC	0	1	6	7	1	6	7	0
College of Occupational Therapists of BC	0	0	0	0	0	0	0	2
College of Optometrists of BC	0	1	0	1	1	0	1	0
College of Pharmacists of BC	0	2	1	3	2	0	2	1
College of Physical Therapists of BC	1	0	3	3	0	4	4	0
College of Physicians and Surgeons of BC	2	19	13	32	19	12	31	3
College of Psychologists of BC	0	0	2	2	0	1	1	1
College of Traditional Chinese Medicine Practitioners & Acupuncturists	0	0	2	2	0	1	1	1
College of Veterinarians of BC	0	0	5	5	0	3	3	2
Law Society of British Columbia	15	8	49	57	8	44	52	20
Society of Notaries Public	2	0	1	1	0	3	3	0
Health Authorities	85	234	437	671	233	413	646	95

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Fraser Health	19	67	91	158	66	87	153	19
General - Health Authorities	0	2	1	3	2	1	3	0
Interior Health	10	35	88	123	35	79	114	17
Island Health	17	54	100	154	54	92	146	22
Northern Health	8	10	13	23	10	15	25	2
Provincial Health Services Authority	15	26	69	95	26	64	90	18
Vancouver Coastal Health	16	40	75	115	40	75	115	17
JURISDICTIONAL TOTALS	879	1349	3511	4860	1347	3315	4662	790
NON-JURISDICTIONAL TOTALS	22	286	2177	2463	286	2127	2413	0
ALL FILES	901	1635	5688	7323	1633	5442	7075	790