

Office of the Ombudsperson 2023/24 Authority Statistics

	Open Files as of 1-April-2023	Files Received			Files Closed			Open Files as of 31-March-2024
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Ministries	291	500	1357	1857	497	1233	1730	276
Ministry of Agriculture and Food	1	0	4	4	0	2	2	3
Ministry of Attorney General	2	21	35	56	22	29	51	6
Ministry of Children and Family Development	77	83	318	401	83	259	342	97
Ministry of Citizens' Services	3	6	9	15	6	11	17	1
Ministry of Education and Child Care	5	5	11	16	5	14	19	1
Ministry of Emergency Management and Climate Readiness	1	2	7	9	2	9	11	2
Ministry of Energy, Mines and Low Carbon Innovation	5	2	11	13	2	11	13	3
Ministry of Environment and Climate Change Strategy	8	5	12	17	5	12	17	2
Ministry of Finance	17	25	70	95	25	63	88	13
Ministry of Forests	15	3	32	35	3	28	31	17
Ministry of Health	17	39	92	131	39	85	124	16
Ministry of Housing	50	90	132	222	90	155	245	21
Ministry of Labour	3	6	20	26	5	16	21	5
Ministry of Mental Health and Addictions	0	1	2	3	1	2	3	0
Ministry of Municipal Affairs	0	0	2	2	0	1	1	1
Ministry of Post-Secondary Education and Future Skills	3	4	16	20	4	13	17	2
Ministry of Public Safety and Solicitor General	55	114	250	364	112	207	319	61
Ministry of Social Development and Poverty Reduction	22	88	301	389	87	292	379	15
Ministry of Tourism, Arts, Culture and Sport	0	0	2	2	0	2	2	0
Ministry of Transportation and Infrastructure	7	4	21	25	4	16	20	8
Ministry of Water, Land and Resource Stewardship	0	2	10	12	2	6	8	2
Commissions and Boards	93	146	351	497	148	313	461	99
Agricultural Land Commission	4	0	1	1	0	3	3	1
BC Emergency Health Services	2	2	16	18	2	14	16	3
BC Farm Industry Review Board	3	1	1	2	1	2	3	1
BC Review Board	0	0	1	1	0	0	0	1
BC Securities Commission	3	0	2	2	0	5	5	0
BC Society for the Prevention of Cruelty to Animals	1	2	9	11	2	4	6	5
BC Utilities Commission	1	0	2	2	0	3	3	0
Civil Resolution Tribunal	5	9	15	24	9	15	24	5
Community Care and Assisted Living Appeal Board	0	2	0	2	2	0	2	0
Consumer Protection BC	2	2	5	7	2	3	5	3
Coroners Service	5	6	25	31	6	17	23	9
Emergency Communications for British Columbia Incorporated	0	0	1	1	0	1	1	0
Emergency Medical Assistants Licensing Board	1	2	5	7	2	3	5	3
Employment and Assistance Appeal Tribunal	0	0	2	2	0	0	0	1
Employment Standards Tribunal	1	0	4	4	0	4	4	0
Health Professions Review Board	1	0	8	8	0	7	7	2
Human Rights Tribunal	3	3	16	19	4	13	17	6
Insurance Council of BC	1	2	3	5	2	4	6	0
Labour Relations Board	0	4	3	7	4	1	5	2
Land Title and Survey Authority	1	2	1	3	2	2	4	0
Legal Aid BC	1	3	9	12	3	8	11	0
Mental Health Review Board	2	4	1	5	4	4	8	0
Municipal Pension Board of Trustees	0	2	4	6	2	1	3	3
Passenger Transportation Board	0	0	1	1	0	1	1	0
Pension Corporation	1	1	3	4	1	3	4	0
Property Assessment Appeal Board	1	1	2	3	1	0	1	2
Public Guardian and Trustee	3	31	37	68	31	36	67	3
SkilledTradesBC	0	0	1	1	0	1	1	0
Technical Safety BC	1	1	3	4	1	4	5	0
TransLink	2	2	3	5	2	1	3	2
Vehicle Sales Authority of BC	1	11	5	16	11	6	17	2
WorkSafeBC	41	51	148	199	52	135	187	40
Workers' Compensation Appeal Tribunal	6	2	14	16	2	12	14	5
Crown Corporations	131	213	595	808	214	525	739	134
BC Assessment	3	3	18	21	3	14	17	7
BC Family Maintenance Agency	8	20	42	62	20	44	64	3
BC Financial Services Authority	3	4	15	19	4	14	18	4
BC Housing	12	34	86	120	33	68	101	15
BC Hydro and Power Authority	23	10	45	55	10	54	64	8
BC Infrastructure Benefits	0	1	0	1	1	0	1	0
BC Lottery Corporation	2	1	13	14	1	13	14	2
BC Transit	1	2	7	9	2	4	6	3

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British Columbia Energy Regulator	0	0	1	1	0	1	1	0
Community Living BC	12	4	36	40	4	30	34	13
ICBC	67	134	331	465	136	282	418	78
Royal BC Museum	0	0	1	1	0	0	0	1
Transportation Investment Corporation	0	0	0	0	0	1	1	0
Municipalities	73	135	370	505	136	313	449	101
Bowen Island Municipality	1	0	1	1	0	2	2	0
City of Abbotsford	0	2	4	6	2	2	4	1
City of Burnaby	0	6	5	11	6	4	10	2
City of Campbell River	1	0	1	1	0	2	2	0
City of Castlegar	4	0	1	1	0	1	1	1
City of Chilliwack	0	0	2	2	0	2	2	0
City of Colwood	1	2	2	4	2	2	4	0
City of Coquitlam	0	6	3	9	6	2	8	0
City of Courtenay	0	1	1	2	1	0	1	0
City of Cranbrook	1	2	5	7	2	5	7	1
City of Delta	1	0	2	2	0	3	3	0
City of Duncan	0	1	1	2	1	1	2	0
City of Enderby	1	0	1	1	0	1	1	0
City of Fernie	0	1	4	5	1	4	5	0
City of Grand Forks	0	0	1	1	0	1	1	0
City of Greenwood	1	2	4	6	2	3	5	0
City of Kamloops	0	3	11	14	3	9	12	2
City of Kelowna	1	4	3	7	4	3	7	1
City of Kimberley	1	0	3	3	0	1	1	2
City of Langford	1	1	3	4	1	4	5	0
City of Langley	0	1	3	4	1	1	2	2
City of Maple Ridge	3	1	5	6	1	5	6	1
City of Merritt	1	1	1	2	1	1	2	1
City of Mission	0	2	4	6	2	4	6	0
City of Nanaimo	2	1	7	8	1	7	8	2
City of Nelson	0	1	3	4	1	2	3	1
City of New Westminster	0	1	1	2	1	1	2	0
City of North Vancouver	0	5	8	13	5	6	11	2
City of Parksville	2	1	2	3	1	4	5	0
City of Penticton	1	2	5	7	2	2	4	3
City of Port Alberni	0	2	1	3	2	1	3	0
City of Port Coquitlam	0	1	1	2	1	1	2	0
City of Port Moody	0	0	0	0	0	1	1	0
City of Powell River	0	0	1	1	0	1	1	0
City of Prince George	1	0	3	3	0	3	3	0
City of Prince Rupert	1	1	5	6	1	3	4	2
City of Quesnel	0	2	0	2	2	0	2	0
City of Richmond	2	1	5	6	1	3	4	2
City of Roseland	0	0	0	0	1	1	2	0
City of Salmon Arm	0	1	2	3	1	2	3	0
City of Surrey	2	11	14	25	11	15	26	2
City of Terrace	2	1	2	3	1	5	6	0
City of Trail	0	1	6	7	1	6	7	0
City of Vancouver	12	7	66	73	7	53	60	19
City of Vernon	1	1	4	5	1	3	4	2
City of Victoria	1	7	18	25	7	15	22	2
City of West Kelowna	0	2	0	2	2	0	2	0
City of White Rock	2	0	2	2	0	1	1	2
City of Williams Lake	0	0	1	1	0	1	1	0
District of Central Saanich	0	3	5	8	3	3	6	2
District of Coldstream	0	1	1	2	1	0	1	0
District of Fort St. James	0	2	2	4	2	1	3	1
District of Highlands	0	0	2	2	0	1	1	1
District of Hope	2	1	3	4	1	3	4	1
District of Hudson's Hope	0	0	1	1	0	0	0	1
District of Invermere	0	0	0	0	0	1	1	0
District of Kent	0	1	0	1	0	0	0	1
District of Lake Country	1	2	3	5	2	3	5	1
District of Lantzville	0	0	1	1	0	0	0	1
District of Lillooet	0	0	2	2	0	2	2	0
District of North Saanich	0	1	2	3	1	3	4	0
District of North Vancouver	2	3	4	7	3	4	7	0
District of Oak Bay	0	3	4	7	3	4	7	0

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District of Peachland	0	0	1	1	0	0	0	1
District of Port Hardy	1	0	1	1	0	1	1	1
District of Saanich	3	3	14	17	3	10	13	6
District of Sechelt	0	0	3	3	0	3	3	0
District of Sooke	1	1	2	3	1	1	2	1
District of Squamish	0	1	4	5	1	3	4	1
District of Stewart	0	0	1	1	0	1	1	0
District of Summerland	0	1	3	4	1	2	3	1
District of Tofino	0	3	0	3	3	0	3	0
District of Ucluelet	0	1	1	2	1	1	2	0
District of Vanderhoof	0	0	0	0	0	2	2	0
District of West Vancouver	0	3	5	8	3	3	6	2
Municipality of North Cowichan	3	1	4	5	2	7	9	0
Resort Municipality of Whistler	0	1	0	1	1	0	1	0
Sun Peaks Mountain Resort Municipality	0	0	2	2	0	0	0	2
Town of Creston	1	2	4	6	2	4	6	1
Town of Gibsons	0	1	3	4	1	3	4	0
Town of Goldern	0	1	0	1	1	0	1	0
Town of Ladysmith	0	1	2	3	1	2	3	0
Town of Oliver	0	0	1	1	0	1	1	0
Town of Osoyoos	0	0	2	2	0	2	2	0
Town of Princeton	1	0	1	1	0	0	0	1
Town of Qualicum Beach	1	1	2	3	1	1	2	1
Town of Sidney	0	0	1	1	0	1	1	0
Town of View Royal	0	1	0	1	1	0	1	0
Township of Esquimalt	0	1	3	4	1	3	4	0
Township of Langley	1	1	7	8	1	8	9	0
Township of Spallumcheen	1	1	1	2	1	0	1	1
Village of Belcarra	0	0	1	1	0	1	1	1
Village of Cache Creek	0	0	0	0	0	1	1	0
Village of Chase	2	3	5	8	3	4	7	2
Village of Cumberland	1	0	3	3	0	3	3	0
Village of Daajing Giids	0	0	0	0	0	1	1	0
Village of Gold River	0	0	1	1	0	0	0	1
Village of Granisle	0	0	1	1	0	0	0	1
Village of Harrison Hot Springs	0	1	7	8	1	6	7	1
Village of Kaslo	0	1	0	1	1	0	1	0
Village of Lions Bay	0	2	3	5	2	2	4	1
Village of Masset	0	0	2	2	0	0	0	2
Village of Midway	0	0	1	1	0	1	1	0
Village of Nakusp	1	0	0	0	0	1	1	0
Village of Pemberton	0	0	1	1	0	1	1	0
Village of Port Alice	0	0	2	2	0	0	0	1
Village of Pouce Coupe	1	0	0	0	0	1	1	0
Village of Salmo	1	0	1	1	0	1	1	0
Village of Sayward	1	0	12	12	0	3	3	9
Village of Silverton	0	1	2	3	1	2	3	0
Village of Tahsis	1	0	1	1	0	0	0	1
Village of Telkwa	0	0	1	1	0	1	1	0
Regional Districts	34	27	81	108	27	74	101	29
Capital Region Housing Corporation	0	1	4	5	1	2	3	2
Capital Regional District	3	2	5	7	2	6	8	0
Cariboo Regional District	1	2	1	3	2	3	5	0
Central Coast Regional District	1	1	8	9	1	3	4	4
Columbia-Shuswap Regional District	2	1	5	6	1	5	6	2
Comox Valley Regional District	1	1	3	4	1	2	3	2
Cowichan Valley Regional District	0	3	8	11	3	4	7	4
Fraser Valley Regional District	1	0	0	0	0	1	1	0
Metro Vancouver	1	1	4	5	1	3	4	2
Metro Vancouver Housing Corporation	1	0	1	1	0	2	2	0
Northern Rockies Regional Municipality	0	0	1	1	0	1	1	0
Peace River Regional District	1	0	2	2	0	2	2	0
Regional District of Bulkley-Nechako	0	0	1	1	0	1	1	0
Regional District of Central Kootenay	6	3	3	6	3	7	10	1
Regional District of Central Okanagan	2	1	1	2	1	2	3	0
Regional District of East Kootenay	0	0	8	8	0	7	7	1
Regional District of Fraser-Fort George	0	0	1	1	0	0	0	1
Regional District of Kitimat-Stikine	1	2	4	6	2	4	6	2
Regional District of Kootenay Boundary	1	2	2	4	2	2	4	1

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Regional District of Nanaimo	3	2	7	9	2	6	8	3
Regional District of North Okanagan	2	0	1	1	0	2	2	0
Regional District of Okanagan-Similkameen	3	2	5	7	2	4	6	1
Squamish-Lillooet Regional District	1	1	1	2	1	1	2	1
Strathcona Regional District	1	1	0	1	1	0	1	0
Sunshine Coast Regional District	1	1	2	3	1	2	3	1
Thompson-Nicola Regional District	1	0	1	1	0	1	1	1
qathet Regional District	0	0	2	2	0	1	1	0
Islands Trust	3	5	8	13	5	6	11	3
Improvement Districts	5	3	8	11	3	9	12	4
Cowichan Bay Improvement District	2	0	1	1	0	3	3	0
Cowichan Bay Waterworks District	0	0	1	1	0	1	1	0
Deep Bay Waterworks District	0	0	2	2	0	0	0	2
Gabriola Fire Protection District	0	0	2	2	0	2	2	0
Glade Irrigation District	0	1	0	1	1	0	1	0
Glenmore-Ellison Improvement District	1	0	0	0	0	1	1	0
Kemp Lake Waterworks District	0	1	1	2	1	0	1	1
Lower Nipit Improvement District	1	0	0	0	0	1	1	0
Mill Bay Fire Protection District	0	0	1	1	0	0	0	1
Pine Tree Place Improvement District	1	0	0	0	0	1	1	0
Skaha Estates Improvement Districts	0	1	0	1	1	0	1	0
Libraries	0	1	4	5	1	3	4	1
Creston Public Library	0	0	1	1	0	1	1	0
Greater Victoria Public Library	0	0	1	1	0	1	1	0
North Vancouver District Public Library	0	1	0	1	1	0	1	0
Squamish Public Library	0	0	1	1	0	0	0	1
Vancouver Public Library	0	0	1	1	0	1	1	0
Parks Boards	0	0	3	3	0	2	2	1
Vancouver Park Board	0	0	3	3	0	2	2	1
Schools and School Boards	16	23	81	104	23	72	95	24
School District 05 (Southeast Kootenay)	0	1	0	1	1	0	1	0
School District 06 (Rocky Mountain)	0	0	1	1	0	1	1	0
School District 08 (Kootenay Lake)	0	0	1	1	0	0	0	1
School District 20 (Kootenay-Columbia)	0	0	1	1	0	0	0	1
School District 22 (Vernon)	1	1	1	2	1	2	3	0
School District 23 (Central Okanagan)	0	2	3	5	2	2	4	1
School District 27 (Cariboo-Chilcotin)	0	2	1	3	2	1	3	0
School District 28 (Quesnel)	1	0	0	0	0	1	1	0
School District 33 (Chilliwack)	0	1	5	6	1	4	5	1
School District 34 (Abbotsford)	0	0	2	2	0	0	0	2
School District 35 (Langley)	0	1	2	3	1	2	3	0
School District 36 (Surrey)	2	3	4	7	3	7	10	0
School District 38 (Richmond)	1	0	1	1	0	1	1	0
School District 39 (Vancouver)	1	4	10	14	4	9	13	1
School District 40 (New Westminster)	0	0	2	2	0	1	1	1
School District 41 (Burnaby)	0	0	3	3	0	2	2	1
School District 42 (Maple Ridge-Pitt Meadows)	0	0	2	2	0	1	1	1
School District 43 (Coquitlam)	0	0	1	1	0	1	1	0
School District 44 (North Vancouver)	2	4	5	9	4	6	10	1
School District 45 (West Vancouver)	0	0	1	1	0	1	1	0
School District 47 (qathet)	1	1	0	1	1	1	2	0
School District 48 (Howe Sound)	0	0	2	2	0	2	2	0
School District 50 (Haida Gwaii)	0	0	1	1	0	0	0	1
School District 52 (Prince Rupert)	1	0	0	0	0	1	1	0
School District 57 (Prince George)	1	0	1	1	0	2	2	0
School District 59 (Peace River South)	0	0	2	2	0	2	2	0
School District 61 (Greater Victoria)	1	1	2	3	1	1	2	2
School District 63 (Saanich)	0	0	2	2	0	2	2	0
School District 67 (Okanagan Skaha)	1	0	0	0	0	1	1	0
School District 68 (Nanaimo-Ladysmith)	1	0	1	1	0	2	2	0
School District 69 (Qualicum)	1	0	2	2	0	1	1	1
School District 70 (Alberni)	0	0	2	2	0	1	1	1
School District 71 (Comox Valley)	0	0	2	2	0	2	2	0
School District 73 (Kamloops/Thompson)	0	1	0	1	1	1	2	0
School District 74 (Gold Trail)	0	0	1	1	0	0	0	1
School District 75 (Mission)	0	1	6	7	1	4	5	2
School District 79 (Cowichan Valley)	1	0	0	0	0	1	1	0
School District 82 (Coast Mountains)	0	0	1	1	0	0	0	1

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School District 83 (North Okanagan-Shuswap)	0	0	4	4	0	2	2	2
School District 84 (Vancouver Island West)	0	0	1	1	0	0	0	1
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
School District 93 (Conseil Scolaire Francophone)	0	0	2	2	0	1	1	1
Research Universities	2	9	18	27	9	16	25	4
Royal Roads University	1	0	0	0	0	1	1	0
Simon Fraser University	0	2	0	2	2	0	2	0
Thompson Rivers University	0	2	4	6	2	3	5	1
University of British Columbia	1	3	9	12	3	8	11	2
University of Victoria	0	2	5	7	2	4	6	1
Institutes and Universities	9	3	11	14	3	15	18	3
BC Institute of Technology	2	1	0	1	1	2	3	0
Capilano University	1	0	1	1	0	2	2	0
Emily Carr University	0	0	1	1	0	0	0	1
Justice Institute of BC	0	0	2	2	0	2	2	0
Kwantlen Polytechnic University	1	2	2	4	2	3	5	0
University of the Fraser Valley	2	0	0	0	0	2	2	0
Vancouver Island University	3	0	5	5	0	4	4	2
Colleges	4	2	11	13	2	11	13	4
Camosun College	1	1	5	6	1	5	6	1
Douglas College	0	0	2	2	0	1	1	1
Langara College	1	1	2	3	1	2	3	1
North Island College	0	0	2	2	0	1	1	1
Okanagan College	2	0	0	0	0	2	2	0
Professional Associations	34	26	103	129	26	80	106	57
Applied Science Technologists & Technicians of BC	0	0	1	1	0	1	1	0
Association of BC Land Surveyors	0	1	1	2	1	1	2	0
BC College of Nurses and Midwives	1	1	10	11	1	7	8	4
BC College of Oral Health Professionals	1	2	6	8	2	2	4	5
BC Institute of Agrologists	0	1	0	1	1	0	1	0
British Columbia College of Social Workers	1	0	4	4	0	3	3	2
Chartered Professional Accountants of British Columbia	1	0	4	4	0	4	4	1
College of Chiropractors of BC	0	1	0	1	1	0	1	0
College of Massage Therapists of BC	0	1	1	2	1	1	2	0
College of Naturopathic Physicians of BC	0	0	2	2	0	2	2	0
College of Pharmacists of BC	1	1	1	2	1	2	3	0
College of Physical Therapists of BC	0	0	1	1	0	0	0	1
College of Physicians and Surgeons of BC	3	8	10	18	8	7	15	6
College of Psychologists of BC	1	0	0	0	0	1	1	0
College of Traditional Chinese Medicine Practitioners & Acupuncturists of BC	1	0	0	0	0	1	1	0
College of Veterinarians of BC	2	2	4	6	2	1	3	5
Engineers and Geoscientists of BC	1	0	5	5	0	5	5	1
Forest Professionals BC	1	0	0	0	0	1	1	0
Law Society of British Columbia	20	8	53	61	8	41	49	32
Health Authorities	95	235	416	651	236	366	602	145
Fraser Health	19	65	87	152	66	73	139	32
Interior Health	17	24	61	85	24	60	84	18
Island Health	22	48	80	128	48	76	124	26
Northern Health	2	15	33	48	15	22	37	9
Provincial Health Services Authority	18	37	61	98	37	60	97	19
Vancouver Coastal Health	17	46	94	140	46	75	121	41
JURISDICTIONAL TOTALS	781	1328	3417	4745	1330	3038	4368	882
NON-JURISDICTIONAL TOTALS	0	469	1755	2224	470	1765	2235	8
ALL FILES	781	1797	5172	6969	1800	4803	6603	890