Reports by the Ombudsperson: 1979 - Present

1980 - 1989

1981	Public Report #1	**East Kootenay Range Issues**
1981	Special Report #1	**The Garibaldi Case**
1981	Special Report #2	**The Lotteries Case**
1981	Special Report #3	**The Cuthbert Case**
1982	Special Report #4	**Certificate of the Attorney General**
1982	Special Report #5	**The Reid Case**
1982	Special Report #6	**A Matter of Administration:** BC Appeal Court Judgement
1982	Public Report #2	**Allegation of Improper Search for Information on Five Individuals on the Part of the Ministry of Human Resources**
1983	Public Report #3	**Expropriation Issues**
1984	Special Report #7	**The Shoal Island Case**
1984	Special Report #8	**The Workers' Compensation Board:** Volume 1
1985	Public Report #4	**The Nishga Tribal Council and Tree Farm Licence No. 1**
1985	Special Report #9	**Supreme Court of Canada Judgement**
1985	Special Report #10	**Section 4 of the *Highway Act***
1985	Special Report #11	**The Cobb Case**
1985	Special Report #12	**The Workers' Compensation Board (No.2):** Volume 1
1985	Special Report #13	**The Willingdon Case**
1985	Special Report #14	**The Hamilton Case**
1985	Special Report #15	**The Workers' Compensation Board (No. 3):** Volume 1
1987	Public Report #5	**The Use of Criminal Record Checks To Screen Individuals Working With Vulnerable People**
1987	Public Report #6	**Liquor Control and Licensing Branch Fairness In Decision Making**
1987	Public Report #7	**Workers' Compensation System Study**
1987	Public Report #8	**Skytrain Report**
1987	Public Report #9	**Practitioner Number Study**
1988	Public Report #10	**BC Hydro's Collection of Residential Accounts**
1988	Public Report #11	**Pesticide Regulation in British Columbia**
1988	Public Report #12	**An Investigation into the Licensing of the Knight Street Pub**
1988	Public Report #13	**Abortion Clinic Investigation**
1988	Public Report #14	**An Investigation into Complaints of Improper Interference in the Operation of the British Columbia Board of Parole, Particularly with Respect to Decisions Relating to Juliet Belmas**
1988	Public Report #15	**Aquaculture and the Administration of Coastal Resources in British Columbia**
1989	Public Report #16	**The Police Complaints Process:** The Fullerton Complaint
1989	Public Report #17	**Willingdon Youth Detention Centre**
1989	Public Report #18	**The On-site Septic System Permit Process**
1989	Public Report #19	**The Regulation of AIC Ltd. And FIC Ltd. by the BC Superintendent of Brokers**
1989	Public Report #20	**An Investigation into Allegations of Administratrative Favouritism by the Ministry of Forests to Doman Industries**

1990 - 1999

1990	Public Report # 21	**Sustut-Takla Forest Licenses**
1990		**Discretion to Prosecute**
1990	Public Report #22	**Public Services to Children, Youth and Their Families in BC:** The Need for Integration
1991	Public Report #23	**Graduates of Foreign Medical Schools:** Complaint of Discrimination in BC Intern Selection Process
1991	Public Report #24	**Public Response to Request for Suggestions for Legislative Change to *Family and Child Service Act***
1991	Public Report #25	**Public Services for Adult Dependent Persons**
1991	Public Report #26	**Access to Information and Privacy**
1991	Public Report #27	**The Administration of the *Residential Tenancy Act***
1991	Public Report #28	**The Sale of Promissory Notes in British Columbia by Principal Group Ltd.**
1992	Public Report #29	**A Complaint About the Handling of a Sexual Harassment Complaint by the Vancouver Community College, Langara Campus**
1992	Public Report #30	**Court Reporting and Court Transcription Services in British Columbia**
1993	Public Report #31	**Administrative Fairness of the Process Leading to the Clayoquot Sound Land Use Decision**
1993	Public Report #32	**Abuse of Deaf Students at Jericho Hill School**
1994	Public Report #33	**Listening:** A Review of Riverview Hospital
1994	Public Report #34	**Building Respect:** A Review of Youth Custody Centres in British Columbia
1994	Special Report #16	**The Nikki Merry Case:** An Investigation of a Complaint to the College of Physicians and Surgeons of British Columbia
1995	Public Report #35	**Fair Schools**
1996	Special Report #17	**Regulation of Newport Realty Incorporated by the Superintendent of Brokers**
1996	Special Report #18	**A Complaint Regarding an Unfair Public Hearing Process**
1997	Special Report #19	**An Investigation into the Instability and Recession of Willemar Bluffs**
1998	Special Report #21	**Statutory Officers of the British Columbia Legislature: Fundamental Operating Principles and Related Legislation**
1998	Public Report #36	**Getting There:** A Review of the Implementation of the Report of the Gove Inquiry into Child Protection
1999	Public Report #37	**Fair First:** An Ombuds Audit of the WCB Ombudsman
1999	Public Report #38	**Righting the Wrong:** The Confinement of the Sons of Freedom Doukhobor Children
1999	Public Report #39	**The Silver Creek Fire Review**

2000 - 2009

2001	Public Report #40	**Developing an Internal Complaint Mechanism**
2001	Public Report #41	**An Investigation of Forest Renewal BC:** The Forest Worker Transition Program Tax Information Dispute
2002	Public Report # 43	**Righting the Wrong:** A Progress report
2003	Public Report #42	**Code of Administrative Justice**
2003	Special Financial Report	**Funding the Office of the Ombudsman**
2003	Special Report # 23	**The Right to Know:** A Complaint about the Greater Victoria Public Library Meeting Room Policy
2003	Special Report #24	**Self Governance in the Health Professions:** The Ombudsman's Perspective
2004	Special Report #25	**Broken Glass, Broken Trust:** A Report of the Investigation into the Complaint Against the City of Surrey
2004	Public Report #44	**An Investigation into the Administration and Collection of Traffic Camera Fines**
2005	Special Report #26	**ICBC's Minimal/No Damage-Low Velocity Impact Program**
2006	Special Report #27	**The Power of an Apology:** Removing Legal Barriers
2006	Special Report #28	**Ombudsman Investigation of the Public Interest Advocacy Centre's Complaints about the Ministry of Employment and Income Assistance**
2007	Special Report #30	**Victims of Crime; Victims of Change:** Transition and Discretion in Crime Victim Assistance Legislation in British Columbia
2007	Special Report #31	**Winning Far and Square:** A Report of the British Columbia Lottery Corporation's Prize Payout Process
2008	Special Report #32	**Fit to Drink:** Challenges in Providing Safe Drinking Water in British Columbia
2009	Public Report #45	**Last Resort:** Improving Fairness and Accountability in British Columbia's Income Assistance Program
2009	Public Report #46	**The Best of Care:** Getting it Right for Seniors in British Columbia (Part 1)

2010 - 2019

2010	Joint Report #1	**Hearing the Voices of Children and Youth:** A Child-Centred Approach to Complaint Resolution
2012	Public Report #47	**The Best of Care:** Getting it Right for Seniors in British Columbia (Part 2)
2012	Public Report #48	**On Short Notice:** An Investigation of Vancouver Island Health Authority's Process for Closing Cowichan Lodge
2012	Special Report #33	**Honouring Commitments: An Investigation of Fraser Health Authority's Transfer of Seniors from Temporarily Funded Residential Care Beds**
2012	Special Report #34	**Open Meetings:** Best Practices Guide for Local Governments
2013	Public Report #49	**No Longer Your Decision:** British Columbia's Process for Appointing the Public Guardian and Trustee to Manage the Financial Affairs of Incapable Adults
2014	Public Report #50	**Striking a Balance:** The Challenges of Using a Professional Reliance Model in Environmental Protection - British Columbia's Riparian Areas Regulation
2014	Special Report #35	**Time Matters:** An Investigation into the BC Employment and Assistance Reconsideration Process
2015	Public Report #51	**In the Public Interest: Protecting Students Through Effective Oversight of Private Career Training Institutions**
2016	Special Report #36	**Bylaw Enforcement:** Best Practices Guide for Local Governments
2016	Special Report #38	**Under Inspection:** The Hiatus in BC Correctional Centre Inspections
2017	Referral Report #1	**Misfire:** The 2012 Ministry of Health Employment Terminations and Related Matters
2018	Special Report #39	**Stem to Stern:** Crown Land Allocation and the Victoria International Marina
2018	Special Report #40	**Holding Pattern:** Call Wait Times for Income and Disability Assistance
2018	Special Report #41	**Working Within the Rules:** Supporting Employment for Income Assistance Recipients
2018	Referral Report #2	**Interim Assessment of Implementation of Recommendations: Misfire**
2019	Special Report #42	**Committed to Change:** Protecting the Rights of Involuntary Patients under the *Mental Health Act*
2019	Special Report #43	**Looking Ahead:** Symposium on the Future of the Parliamentary Ombudsman Functions and Services

2020 - 2029

2020	Special Report #44	**Extraordinary Times, Extraordinary Measures:** Two ministerial orders made under the *Emergency Program Act* in response to the COVID-19 pandemic
2020	Special Report #45	**Course Correction:** The Ministry of Education 2019 Provincial Exam Errors
2020	Special Report #46	**Complaint Handling Guide:** Setting up Effective Complaint Resolutions Systems in Public Organizations
2021	Special Report #47	**A Cautious Way Forward:** Fairness Principles for Public Service Providers Regarding the Use of COVID-19 Vaccine Certification
2021	Joint Report #2	**Getting Ahead of the Curve:** Meeting the challenges to privacy and fairness arising from the use of artificial intelligence in the public sector
2021	Special Report #48	**Alone:** The Prolonged and Repeated Isolation of Youth in Custody
2021	Public Report #52	**Severed Trust:** Enabling WorkSafeBC to do the right thing when its mistakes hurt injured workers
2021	Public Report #53	**A Bid for Fairness:** How $10,000 in Property Tax Debt Led to a Vulnerable Person Losing Their Home
2022	Special Report #50	**Short Changed:** Ensuring federal benefits paid to the province reach caregivers of children with disabilities
2022	Referral Report #3	**Final Assessment of Implementation of Recommendations. Misfire:** The 2012 Ministry of Health Employment Terminations and Related Matters
2022	Special Report #51	**Making Amends:** The importance of exercising discretion fairly
2022	Special Report #52	**Fairness by Design:** An Administrative Fairness Self-Assessment Guide
2023	Special Report #53	**Time to Right the Wrong:** Monitoring government's implementation of recommendations related to the confinement of Doukhobor children
2023	Public Report #54	**Misinformed:** How the Ministry of Children and Family Development failed in its permancy planning obligations to a youth in care
2023	Special Report #54	**Fairness in a Changing Climate:** Ensuring disaster supports are accessible, equitable and adaptable
2023	Public Report #55	**No Notice, No Benefit:** How retroactive changes to the BC Emergency Benefit for Workers resulted in unfairness
2024	Special Report #55	**On the Road Again:** Fixing a longstanding injustice in section 42 of the *Transportation Act*