

## Office of the Ombudsperson 2018/19 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2018	Files Received			Files Closed			Open Files as of 31-Mar-2019
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
<b>Ministries</b>	<b>393</b>	<b>568</b>	<b>1929</b>	<b>2497</b>	<b>566</b>	<b>1943</b>	<b>2509</b>	<b>381</b>
Ministry of Advanced Education, Skills and Training	4	5	24	29	5	22	27	6
Ministry of Agriculture	0	0	2	2	0	1	1	1
Ministry of Attorney General	41	59	189	248	58	196	254	35
Ministry of Children and Family Development	148	122	442	564	121	464	585	127
Ministry of Citizens' Services	2	7	9	16	7	10	17	1
Ministry of Education	2	4	10	14	4	8	12	4
Ministry of Energy, Mines and Petroleum Resources	4	1	6	7	1	7	8	3
Ministry of Environment and Climate Change Strategy	5	5	11	16	5	14	19	2
Ministry of Finance	12	38	90	128	38	95	133	7
Ministry of Forests, Lands, Natural Resource Operations and Rural Developme	14	9	42	51	9	40	49	16
Ministry of Health	29	69	147	216	69	147	216	29
Ministry of Indigenous Relations and Reconciliation	0	0	1	1	0	1	1	0
Ministry of Jobs, Trade and Technology	1	0	3	3	0	3	3	1
Ministry of Labour	1	18	17	35	18	15	33	3
Ministry of Municipal Affairs and Housing	25	50	106	156	49	98	147	34
Ministry of Public Safety and Solicitor General	35	48	270	318	48	262	310	43
Ministry of Social Development and Poverty Reduction	59	123	518	641	124	521	645	55
Ministry of Tourism, Arts and Culture	0	0	1	1	0	1	1	0
Ministry of Transportation and Infrastructure	11	10	41	51	10	38	48	14
<b>Commissions and Boards</b>	<b>128</b>	<b>151</b>	<b>376</b>	<b>527</b>	<b>152</b>	<b>400</b>	<b>552</b>	<b>103</b>
Agricultural Land Commission	1	1	6	7	1	6	7	1
Auditor General for Local Government	0	0	2	2	0	1	1	1
BC Clinical and Support Services Society	0	0	1	1	0	1	1	0
BC Emergency Health Services	1	2	9	11	2	9	11	1
BC Review Board	0	0	1	1	0	1	1	0
BC Safety Authority	5	2	4	6	2	9	11	0
BC Securities Commission	0	1	7	8	1	5	6	2
BC Utilities Commission	9	2	16	18	2	22	24	3
Civil Resolution Tribunal	5	6	9	15	6	4	10	10
Consumer Protection BC	2	3	0	3	3	2	5	0
Coroners Service	1	3	5	8	3	6	9	0
Emergency Medical Assistants Licensing Board	1	0	0	0	0	1	1	0
Employment Standards Tribunal	1	0	1	1	0	2	2	0
Employment and Assistance Appeal Tribunal	6	0	3	3	0	7	7	2
Environmental Appeal Board	1	0	0	0	0	1	1	0
Financial Institutions Commission	1	1	1	2	1	2	3	0

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Forest Practices Board	1	0	0	0	0	0	0	1
Health Professions Review Board	5	3	7	10	3	6	9	6
Human Rights Tribunal	7	12	18	30	12	14	26	11
Industry Training Authority	0	2	0	2	2	0	2	0
Insurance Council of BC	0	0	1	1	0	0	0	1
Labour Relations Board	1	6	6	12	6	4	10	3
Land Title and Survey Authority	2	1	4	5	1	6	7	0
Legal Services Society	2	8	13	21	7	15	22	1
Medical Services Commission	1	0	0	0	0	1	1	0
Mental Health Review Board	0	7	4	11	7	2	9	2
Motor Vehicle Sales Authority of BC	1	2	3	5	2	3	5	1
Municipal Pension Board of Trustees	0	0	1	1	0	1	1	0
Office of the BC Container Trucking Commissioner	1	0	0	0	0	1	1	0
Passenger Transportation Board	0	0	1	1	0	0	0	1
Pension Corporation	1	1	6	7	1	6	7	1
Premier's Office	0	0	1	1	0	1	1	0
Property Assessment Appeal Board	0	1	1	2	1	1	2	0
Public Guardian and Trustee	15	15	55	70	15	59	74	11
Public Service Pension Board of Trustees	1	2	5	7	3	4	7	1
Real Estate Council	2	3	13	16	3	9	12	6
Teachers' Pension Board of Trustees	1	0	0	0	0	1	1	0
TransLink (South Coast British Columbia Transportation Authority)	6	6	18	24	6	24	30	0
Workers' Compensation Appeal Tribunal	12	2	17	19	2	24	26	5
Workers' Compensation Board	35	59	137	196	60	139	199	32
<b>Crown Corporations</b>	<b>100</b>	<b>151</b>	<b>523</b>	<b>674</b>	<b>152</b>	<b>512</b>	<b>664</b>	<b>110</b>
BC Assessment	3	2	17	19	2	15	17	5
BC Housing	7	17	77	94	17	72	89	12
BC Hydro and Power Authority	33	34	137	171	34	136	170	34
BC Lottery Corporation	0	1	7	8	1	6	7	1
BC Pavilion Corporation	0	1	1	2	1	1	2	0
BC Transit	0	3	6	9	3	5	8	1
Community Living BC	6	5	28	33	5	24	29	10
ICBC	51	87	245	332	88	250	338	45
Oil and Gas Commission	0	0	2	2	0	2	2	0
Royal BC Museum	0	1	0	1	1	0	1	0
Transportation Investment Corporation	0	0	3	3	0	1	1	2
<b>Municipalities</b>	<b>76</b>	<b>96</b>	<b>360</b>	<b>456</b>	<b>96</b>	<b>358</b>	<b>454</b>	<b>78</b>

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
City of Abbotsford	0	2	4	6	2	4	6	0
City of Armstrong	0	1	3	4	1	2	3	1
City of Burnaby	0	2	4	6	2	3	5	1
City of Campbell River	0	1	2	3	1	2	3	0
City of Chilliwack	2	1	5	6	1	7	8	0
City of Coquitlam	0	1	5	6	1	3	4	2
City of Courtenay	1	0	3	3	0	3	3	1
City of Cranbrook	1	2	2	4	2	2	4	1
City of Duncan	0	1	2	3	1	2	3	0
City of Fort St. John	0	1	0	1	1	0	1	0
City of Grand Forks	0	0	2	2	0	2	2	0
City of Greenwood	0	1	3	4	1	1	2	2
City of Kamloops	0	2	5	7	2	4	6	1
City of Kelowna	4	2	4	6	2	5	7	3
City of Kimberley	0	3	3	6	3	3	6	0
City of Langford	0	0	2	2	0	2	2	0
City of Langley	0	1	1	2	1	1	2	0
City of Maple Ridge	2	1	4	5	1	5	6	1
City of Merritt	0	1	2	3	1	2	3	0
City of Nanaimo	0	1	4	5	1	4	5	0
City of Nelson	1	0	3	3	0	3	3	1
City of New Westminster	1	3	3	6	3	4	7	0
City of North Vancouver	1	2	3	5	2	3	5	1
City of Parksville	0	1	6	7	1	5	6	1
City of Penticton	2	1	5	6	1	6	7	1
City of Pitt Meadows	0	0	1	1	0	1	1	0
City of Port Alberni	0	1	2	3	1	0	1	2
City of Port Coquitlam	0	0	2	2	0	2	2	0
City of Port Moody	2	0	3	3	0	4	4	1
City of Powell River	1	2	13	15	2	12	14	2
City of Prince George	1	1	3	4	1	4	5	0
City of Prince Rupert	0	0	1	1	0	0	0	1
City of Quesnel	1	0	0	0	0	1	1	0
City of Revelstoke	1	0	2	2	0	3	3	0
City of Richmond	0	1	3	4	1	2	3	1
City of Rossland	0	0	1	1	0	1	1	0
City of Salmon Arm	0	2	1	3	2	1	3	0

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
City of Surrey	6	1	21	22	1	20	21	7
City of Terrace	0	1	2	3	1	2	3	0
City of Trail	0	2	3	5	2	3	5	0
City of Vancouver	11	15	66	81	15	66	81	11
City of Vernon	1	0	7	7	0	7	7	1
City of Victoria	4	2	22	24	2	23	25	3
City of West Kelowna	0	0	5	5	0	3	3	2
City of White Rock	2	2	0	2	2	0	2	2
City of Williams Lake	0	0	1	1	0	1	1	0
Corporation of Delta	0	3	8	11	3	4	7	4
District of 100 Mile House	0	0	1	1	0	0	0	1
District of Central Saanich	1	1	3	4	1	4	5	0
District of Chetwynd	0	0	1	1	0	1	1	0
District of Fort St. James	0	2	5	7	2	4	6	1
District of Highlands	1	0	0	0	0	1	1	0
District of Invermere	0	1	1	2	1	0	1	1
District of Kent	0	0	2	2	0	2	2	0
District of Lake Country	4	1	1	2	1	5	6	0
District of Metchosin	0	0	2	2	0	2	2	0
District of Mission	0	2	6	8	2	5	7	1
District of North Saanich	2	0	2	2	0	3	3	1
District of North Vancouver	0	3	7	10	3	7	10	0
District of Oak Bay	2	1	2	3	1	3	4	1
District of Peachland	0	0	1	1	0	1	1	0
District of Port Hardy	0	0	1	1	0	1	1	0
District of Saanich	4	3	6	9	3	8	11	2
District of Sechelt	1	0	2	2	0	2	2	1
District of Sparwood	1	0	1	1	0	2	2	0
District of Squamish	0	1	4	5	1	3	4	1
District of Summerland	1	0	2	2	0	3	3	0
District of Taylor	0	0	3	3	0	3	3	0
District of Tofino	0	1	1	2	1	1	2	0
District of Tumbler Ridge	1	0	0	0	0	1	1	0
District of Ucluelet	0	0	1	1	0	1	1	0
District of Vanderhoof	0	0	2	2	0	2	2	0
District of Wells	1	2	0	2	2	1	3	0
District of West Vancouver	0	1	0	1	1	0	1	0

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Municipality of North Cowichan	1	2	5	7	2	5	7	1
Resort Municipality of Whistler	0	0	4	4	0	3	3	1
Sun Peaks Mountain Resort Municipality	0	1	0	1	1	0	1	0
Town of Comox	1	1	0	1	1	1	2	0
Town of Creston	0	0	3	3	0	3	3	0
Town of Gibsons	0	0	3	3	0	2	2	1
Town of Ladysmith	0	0	3	3	0	3	3	0
Town of Lake Cowichan	1	0	1	1	0	2	2	0
Town of Osoyoos	0	1	2	3	1	2	3	0
Town of Qualicum Beach	0	1	0	1	1	0	1	0
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	0	1	1	0	1	1	0
Township of Esquimalt	0	0	1	1	0	0	0	1
Township of Langley	3	2	5	7	2	6	8	2
Township of Spallumcheen	2	0	0	0	0	2	2	0
Village of Anmore	1	0	3	3	0	2	2	2
Village of Ashcroft	0	1	1	2	1	1	2	0
Village of Canal Flats	0	1	1	2	1	1	2	0
Village of Chase	1	0	0	0	0	1	1	0
Village of Clinton	0	0	4	4	0	4	4	0
Village of Cumberland	0	0	1	1	0	1	1	0
Village of Fruitvale	0	1	0	1	1	0	1	0
Village of Harrison Hot Springs	0	0	1	1	0	0	0	1
Village of Kaslo	0	0	4	4	0	3	3	1
Village of Lions Bay	0	0	1	1	0	1	1	0
Village of Lumby	1	1	1	2	1	2	3	0
Village of Masset	0	0	1	1	0	0	0	1
Village of McBride	0	0	1	1	0	1	1	0
Village of Pemberton	0	0	1	1	0	0	0	1
Village of Salmo	1	0	0	0	0	1	1	0
Village of Sayward	0	0	1	1	0	1	1	0
Village of Tahsis	0	0	1	1	0	1	1	0
Village of Valemount	0	1	0	1	1	0	1	0
Village of Warfield	0	0	2	2	0	0	0	2
<b>Regional Districts</b>	<b>17</b>	<b>21</b>	<b>87</b>	<b>108</b>	<b>21</b>	<b>76</b>	<b>97</b>	<b>28</b>
Alberni-Clayoquot Regional District	0	0	2	2	0	2	2	0

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Capital Regional District	1	1	9	10	1	6	7	4
Cariboo Regional District	0	0	2	2	0	2	2	0
Columbia-Shuswap Regional District	0	1	2	3	1	2	3	0
Comox Valley Regional District	0	0	5	5	0	3	3	2
Cowichan Valley Regional District	0	0	5	5	0	5	5	0
Fraser Valley Regional District	2	1	5	6	1	3	4	4
Metro Vancouver	0	1	2	3	1	1	2	1
North Coast Regional District	0	1	0	1	1	0	1	0
Northern Rockies Regional Municipality	0	0	1	1	0	1	1	0
Peace River Regional District	2	1	4	5	1	4	5	2
Regional District of Okanagan-Similkameen	1	4	7	11	4	8	12	0
Regional District of Bulkley-Nechako	0	0	2	2	0	2	2	0
Regional District of Central Kootenay	3	0	4	4	0	4	4	3
Regional District of Central Okanagan	2	1	4	5	1	4	5	2
Regional District of East Kootenay	2	1	5	6	1	5	6	2
Regional District of Kitimat-Stikine	0	0	3	3	0	2	2	1
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	0	3	8	11	3	5	8	3
Regional District of North Okanagan	2	1	4	5	1	4	5	2
Squamish-Lillooet Regional District	0	0	1	1	0	1	1	0
Strathcona Regional District	0	2	2	4	2	2	4	0
Sunshine Coast Regional District	0	2	3	5	2	2	4	1
Thompson-Nicola Regional District	0	0	1	1	0	1	1	0
qathet Regional District	2	0	2	2	0	3	3	1
<b>Islands Trust</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>0</b>
<b>Improvement Districts</b>	<b>3</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>3</b>
Black Mountain Irrigation District	0	0	1	1	0	1	1	0
Dewdney Area Improvement District	1	0	0	0	0	1	1	0
Hedley Improvement District	0	0	1	1	0	1	1	0
Mill Bay Waterworks District	0	0	1	1	0	0	0	1
North Cedar Improvement District	0	0	2	2	0	2	2	0
North Saltspring Waterworks District	0	0	1	1	0	1	1	0
Union Bay Improvement District	2	0	6	6	0	6	6	2
<b>Libraries</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0</b>
Burnaby Public Library	0	0	1	1	0	1	1	0
Greater Victoria Public Library	1	0	2	2	0	3	3	0

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Surrey Public Library	0	0	1	1	0	1	1	0
Vancouver Public Library	0	0	1	1	0	1	1	0
<b>Parks Boards</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>
Cultus Lake Park Board	0	0	1	1	0	0	0	1
Vancouver Park Board	1	1	1	2	1	2	3	0
<b>Schools and School Boards</b>	<b>31</b>	<b>22</b>	<b>69</b>	<b>91</b>	<b>22</b>	<b>75</b>	<b>97</b>	<b>25</b>
School District 06 (Rocky Mountain)	1	0	2	2	0	3	3	0
School District 08 (Kootenay Lake)	1	0	0	0	0	1	1	0
School District 22 (Vernon)	0	2	1	3	2	1	3	0
School District 23 (Central Okanagan)	1	0	2	2	0	3	3	0
School District 27 (Cariboo-Chilcotin)	0	0	3	3	0	2	2	1
School District 33 (Chilliwack)	0	2	5	7	2	4	6	1
School District 34 (Abbotsford)	0	1	2	3	1	1	2	1
School District 35 (Langley)	2	0	0	0	0	1	1	1
School District 36 (Surrey)	1	2	5	7	2	4	6	2
School District 37 (Delta)	1	0	2	2	0	3	3	0
School District 38 (Richmond)	1	0	2	2	0	1	1	2
School District 39 (Vancouver)	3	4	5	9	4	5	9	3
School District 40 (New Westminster)	3	0	0	0	0	1	1	2
School District 41 (Burnaby)	0	1	4	5	1	3	4	1
School District 42 (Maple Ridge-Pitt Meadows)	0	1	1	2	1	1	2	0
School District 43 (Coquitlam)	0	1	2	3	1	2	3	0
School District 44 (North Vancouver)	2	0	2	2	0	4	4	0
School District 46 (Sunshine Coast)	0	0	1	1	0	1	1	0
School District 47 (Powell River)	0	0	1	1	0	0	0	1
School District 48 (Howe Sound)	0	1	1	2	1	1	2	0
School District 50 (Haida Gwaii)	1	0	0	0	0	0	0	1
School District 52 (Prince Rupert)	0	0	1	1	0	0	0	1
School District 54 (Bulkley Valley)	2	0	0	0	0	2	2	0
School District 57 (Prince George)	0	0	1	1	0	1	1	0
School District 61 (Greater Victoria)	1	4	7	11	4	6	10	2
School District 62 (Sooke)	1	1	0	1	1	0	1	1
School District 63 (Saanich)	0	0	1	1	0	1	1	0
School District 64 (Gulf Islands)	0	1	0	1	1	0	1	0
School District 67 (Okanagan Skaha)	1	0	1	1	0	1	1	1
School District 68 (Nanaimo-Ladysmith)	2	0	2	2	0	3	3	1
School District 69 (Qualicum)	1	0	4	4	0	5	5	0

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School District 70 (Alberni)	0	0	1	1	0	1	1	0
School District 71 (Comox Valley)	1	0	0	0	0	1	1	0
School District 72 (Campbell River)	0	1	2	3	1	1	2	1
School District 73 (Kamloops/Thompson)	1	0	3	3	0	4	4	0
School District 74 (Gold Trail)	1	0	1	1	0	1	1	1
School District 78 (Fraser-Cascade)	1	0	0	0	0	1	1	0
School District 79 (Cowichan Valley)	1	0	0	0	0	1	1	0
School District 82 (Coast Mountains)	1	0	1	1	0	1	1	1
School District 84 (Vancouver Island West)	0	0	1	1	0	1	1	0
School District 91 (Nechako Lakes)	0	0	2	2	0	2	2	0
<b>Universities</b>	<b>10</b>	<b>7</b>	<b>31</b>	<b>38</b>	<b>7</b>	<b>34</b>	<b>41</b>	<b>7</b>
Capilano University	0	2	0	2	2	0	2	0
Kwantlen Polytechnic University	2	2	6	8	2	8	10	0
Royal Roads University	0	0	1	1	0	0	0	1
Simon Fraser University	0	0	4	4	0	2	2	2
Thompson Rivers University	2	0	6	6	0	6	6	2
University of British Columbia	2	2	8	10	2	9	11	1
University of Northern BC	0	1	1	2	1	1	2	0
University of Victoria	2	0	3	3	0	5	5	0
University of the Fraser Valley	1	0	1	1	0	1	1	1
Vancouver Island University	1	0	1	1	0	2	2	0
<b>Colleges</b>	<b>5</b>	<b>8</b>	<b>19</b>	<b>27</b>	<b>8</b>	<b>20</b>	<b>28</b>	<b>4</b>
BC Institute of Technology	1	0	3	3	0	3	3	1
Camosun College	1	2	1	3	2	2	4	0
Coast Mountain College	0	0	1	1	0	1	1	0
College of New Caledonia	0	1	2	3	1	2	3	0
College of the Rockies	0	1	0	1	1	0	1	0
Douglas College	2	1	4	5	1	5	6	1
Justice Institute of BC	0	1	3	4	1	2	3	1
Langara College	0	0	1	1	0	0	0	1
Okanagan College	0	1	2	3	1	2	3	0
Selkirk College	1	0	1	1	0	2	2	0
Vancouver Community College	0	1	1	2	1	1	2	0
<b>Professional Associations</b>	<b>27</b>	<b>24</b>	<b>64</b>	<b>88</b>	<b>24</b>	<b>64</b>	<b>88</b>	<b>27</b>
Applied Science Technologists & Technicians of BC	0	1	1	2	1	0	1	1
Association of BC Land Surveyors	0	1	0	1	1	0	1	0
Association of Professional Engineers and Geoscientists	2	1	4	5	1	4	5	2



## Office of the Ombudsperson 2018/19 Authority Statistics

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2018	Files Received			Files Closed			Open Files as of 31-Mar-2019
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
BC College of Nursing Professionals	1	1	5	6	1	3	4	3
British Columbia College of Social Workers	2	0	0	0	0	0	0	2
Chartered Professional Accountants of British Columbia	5	0	1	1	0	2	2	4
College of Dental Surgeons of BC	2	0	2	2	0	1	1	3
College of Denturists of BC	0	1	1	2	1	0	1	1
College of Licensed Practical Nurses of BC	0	0	1	1	0	1	1	0
College of Massage Therapists of BC	0	1	0	1	1	0	1	0
College of Optometrists of BC	0	1	0	1	1	0	1	0
College of Pharmacists of BC	0	0	2	2	0	1	1	1
College of Physicians and Surgeons of BC	0	9	9	18	9	9	18	0
College of Psychologists of BC	0	1	3	4	1	3	4	0
College of Registered Nurses of British Columbia	0	1	1	2	1	1	2	0
College of Veterinarians of BC	2	0	2	2	0	4	4	0
Law Society of British Columbia	12	4	29	33	4	32	36	9
Society of Notaries Public	1	2	3	5	2	3	5	1
<b>Health Authorities</b>	<b>48</b>	<b>143</b>	<b>295</b>	<b>438</b>	<b>143</b>	<b>305</b>	<b>448</b>	<b>39</b>
Fraser Health	3	45	69	114	45	67	112	5
Interior Health	5	19	40	59	19	39	58	7
Island Health	15	33	56	89	33	63	96	8
Northern Health	0	7	6	13	7	6	13	0
Provincial Health Services Authority	12	14	72	86	14	74	88	10
Vancouver Coastal Health	13	25	52	77	25	56	81	9
<b>JURISDICTIONAL TOTALS</b>	<b>841</b>	<b>1193</b>	<b>3775</b>	<b>4968</b>	<b>1193</b>	<b>3811</b>	<b>5004</b>	<b>806</b>
<b>NON-JURISDICTIONAL TOTALS</b>	<b>0</b>	<b>232</b>	<b>1897</b>	<b>2129</b>	<b>233</b>	<b>1894</b>	<b>2127</b>	<b>2</b>
<b>ALL FILES</b>	<b>841</b>	<b>1425</b>	<b>5672</b>	<b>7097</b>	<b>1426</b>	<b>5705</b>	<b>7131</b>	<b>808</b>