

Office of the Ombudsperson 2024/25 Authority Statistics

Authorities	Files open on report date	Files Received			Files Closed		
		Enquiries	Complaints	Total	Enquiries	Complaints	Total
Boards and Commissions	94	113	298	411	113	388	501
Agricultural Land Commission	2	2	0	2	2	2	4
BC Emergency Health Services	1	0	11	11	0	12	12
BC Farm Industry Review Board	0	0	0	0	0	3	3
BC Securities Commission	1	0	2	2	0	2	2
BC Society for the Prevention of Cruelty to Animals	4	1	6	7	1	11	12
BC Utilities Commission	1	0	5	5	0	5	5
Civil Resolution Tribunal	5	4	8	12	4	13	17
Community Care and Assisted Living Appeal Board	0	1	0	1	1	0	1
Consumer Protection BC	2	2	2	4	2	5	7
Coroners Service	3	7	15	22	7	22	29
Emergency Communications for British Columbia Incorporated (E-Comm)	0	0	1	1	0	1	1
Emergency Medical Assistants Licensing Board	2	0	2	2	0	4	4
Employment and Assistance Appeal Tribunal	1	0	3	3	0	5	5
Employment Standards Tribunal	0	1	1	2	1	2	3
Forest Practices Board	1	0	0	0	0	0	0
Health Professions Review Board	1	0	4	4	0	4	4
Human Rights Tribunal	3	4	24	28	4	29	33
Insurance Council of BC	0	1	1	2	1	2	3
Labour Relations Board	3	0	3	3	0	5	5
Land Title and Survey Authority	1	1	3	4	1	3	4
Legal Aid BC	2	3	16	19	3	16	19
Medical Services Commission	0	0	1	1	0	1	1
Mental Health Review Board	2	1	5	6	1	5	6
Municipal Pension Board of Trustees	0	0	0	0	0	2	2
Office of the BC Container Trucking Commissioner	1	0	0	0	0	0	0
Office of the BC Ferries Commissioner	1	0	0	0	0	0	0
Pension Corporation	0	0	4	4	0	5	5
Property Assessment Appeal Board	1	2	2	4	2	4	6
Public Guardian and Trustee	2	9	42	51	9	45	54
SkilledTradesBC	1	0	0	0	0	0	0
Technical Safety BC	0	1	1	2	1	1	2
TransLink	3	3	7	10	3	9	12
Vehicle Sales Authority of BC	1	7	3	10	7	4	11
Workers' Compensation Appeal Tribunal	10	3	2	5	3	6	9
WorkSafeBC	39	60	124	184	60	160	220
Colleges	5	2	11	13	2	16	18
Camosun College	1	0	1	1	0	2	2
College of New Caledonia	0	0	3	3	0	3	3
Douglas College	0	1	0	1	1	2	3
Langara College	1	0	1	1	0	2	2
North Island College	0	0	1	1	0	2	2
Okanagan College	0	0	2	2	0	2	2
Selkirk College	1	1	0	1	1	0	1
Vancouver Community College	2	0	3	3	0	3	3
Crown Corporations	140	216	464	680	215	597	812
BC Assessment	10	5	11	16	5	14	19
BC Family Maintenance Agency	4	20	41	61	19	48	67

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BC Financial Services Authority	4	7	12	19	7	13	20
BC Housing	16	25	60	85	26	83	109
BC Hydro and Power Authority	10	8	34	42	8	46	54
BC Lottery Corporation	2	1	9	10	1	11	12
BC Transit	2	2	3	5	2	6	8
British Columbia Energy Regulator	0	0	1	1	0	1	1
Community Living BC	11	9	36	45	9	45	54
ICBC	81	139	256	395	138	328	466
Infrastructure BC	0	0	1	1	0	1	1
Royal BC Museum	0	0	0	0	0	1	1
Health Authorities	91	218	367	585	218	439	657
Fraser Health	24	51	86	137	51	103	154
Interior Health	9	33	56	89	32	61	93
Northern Health	6	26	25	51	26	35	61
Provincial Health Services Authority	13	14	42	56	14	51	65
Vancouver Coastal Health	17	49	81	130	49	100	149
Vancouver Island Health	22	45	77	122	46	89	135
Improvement Districts	7	1	6	7	1	9	10
Bennett Bay Waterworks District	1	0	0	0	0	0	0
Deep Bay Improvement District	0	0	1	1	0	3	3
Duck Lake Dyking District	1	0	0	0	0	0	0
Fletcher Creek Improvement District	0	0	2	2	0	2	2
Gabriola Fire Protection District	2	1	2	3	1	2	3
Hedley Improvement District	1	0	0	0	0	0	0
Kemp Lake Waterworks District	0	0	0	0	0	1	1
Keremeos Irrigation District	1	0	0	0	0	0	0
Mill Bay Waterworks District	1	0	0	0	0	0	0
Spences Bridge Improvement District	0	0	1	1	0	1	1
Institutes and Universities	5	1	12	13	1	15	16
BC Institute of Technology	1	0	2	2	0	2	2
Capilano University	1	0	1	1	0	1	1
Emily Carr University	0	0	0	0	0	1	1
Justice Institute of BC	2	1	3	4	1	3	4
Kwantlen Polytechnic University	1	0	4	4	0	4	4
Vancouver Island University	0	0	2	2	0	4	4
Islands Trust	3	2	5	7	2	9	11
Libraries	0	1	5	6	1	5	6
Beaver Valley Public Library	0	0	1	1	0	1	1
Fraser Valley Regional Library	0	0	2	2	0	2	2
Vancouver Island Regional Library	0	1	0	1	1	0	1
Vancouver Public Library	0	0	2	2	0	2	2
Ministries	350	480	1250	1730	490	1605	2095
Ministry of Agriculture and Food	0	1	2	3	2	5	7
Ministry of Attorney General	4	15	50	65	15	60	75
Ministry of Children and Family Development	112	79	217	296	80	354	434
Ministry of Citizens' Services	0	7	9	16	7	10	17
Ministry of Education and Child Care	5	18	14	32	18	16	34
Ministry of Emergency Management and Climate Readiness	4	3	6	9	3	9	12

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total
Ministry of Energy and Climate Solutions	3	4	10	14	4	15	19
Ministry of Environment and Parks	7	4	12	16	4	13	17
Ministry of Finance	32	10	71	81	10	86	96
Ministry of Forests	8	6	15	21	6	29	35
Ministry of Health	29	33	89	122	33	99	132
Ministry of Housing and Municipal Affairs	27	57	108	165	57	142	199
Ministry of Jobs and Economic Growth	0	1	2	3	1	2	3
Ministry of Labour	2	7	21	28	8	26	34
Ministry of Mental Health and Addictions	0	1	2	3	1	2	3
Ministry of Mining and Critical Minerals	1	0	1	1	0	1	1
Ministry of Post-Secondary Education and Future Skills	9	5	15	20	6	21	27
Ministry of Public Safety and Solicitor General	47	118	226	344	121	293	414
Ministry of Social Development and Poverty Reduction	32	99	350	449	102	377	479
Ministry of Tourism, Arts, Culture and Sport	0	0	3	3	0	3	3
Ministry of Transportation and Transit	20	9	20	29	9	31	40
Ministry of Water, Land and Resource Stewardship	8	3	7	10	3	11	14
Municipalities	125	103	269	372	104	354	458
Bowen Island Municipality	0	1	0	1	1	0	1
City of Abbotsford	0	0	2	2	0	3	3
City of Armstrong	0	0	2	2	0	2	2
City of Burnaby	1	6	6	12	6	7	13
City of Campbell River	1	0	2	2	0	2	2
City of Castlegar	2	0	1	1	0	1	1
City of Chilliwack	2	2	1	3	2	0	2
City of Colwood	1	2	3	5	2	4	6
City of Coquitlam	5	4	7	11	4	8	12
City of Courtenay	2	0	3	3	0	4	4
City of Cranbrook	2	1	3	4	1	4	5
City of Delta	0	2	6	8	2	6	8
City of Duncan	0	0	1	1	0	1	1
City of Enderby	1	0	0	0	0	1	1
City of Fernie	1	0	0	0	0	0	0
City of Fort St. John	1	0	0	0	0	0	0
City of Grand Forks	1	0	1	1	0	1	1
City of Greenwood	0	0	2	2	0	4	4
City of Kamloops	2	0	11	11	0	12	12
City of Kelowna	3	4	7	11	4	8	12
City of Kimberley	0	0	2	2	0	2	2
City of Langford	0	3	4	7	3	5	8
City of Langley	1	0	2	2	0	4	4
City of Maple Ridge	1	0	4	4	0	6	6
City of Merritt	0	0	1	1	0	1	1
City of Mission	1	3	2	5	3	2	5
City of Nanaimo	2	5	6	11	5	6	11
City of Nelson	1	3	3	6	3	3	6
City of New Westminster	2	1	4	5	1	4	5
City of North Vancouver	1	0	3	3	0	5	5

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City of Parksville	1	0	0	0	0	0	0
City of Penticton	3	3	5	8	3	5	8
City of Pitt Meadows	0	0	1	1	0	1	1
City of Port Alberni	1	3	5	8	3	5	8
City of Port Coquitlam	3	6	2	8	6	1	7
City of Port Moody	1	1	2	3	1	2	3
City of Powell River	0	0	1	1	0	1	1
City of Prince George	2	5	1	6	5	2	7
City of Prince Rupert	1	0	1	1	0	3	3
City of Quesnel	0	1	3	4	1	3	4
City of Revelstoke	0	0	1	1	0	0	0
City of Richmond	0	1	1	2	1	2	3
City of Salmon Arm	1	0	2	2	0	2	2
City of Surrey	10	7	10	17	7	14	21
City of Terrace	0	1	1	2	1	1	2
City of Vancouver	14	7	36	43	7	53	60
City of Vernon	1	0	0	0	0	1	1
City of Victoria	6	7	19	26	7	23	30
City of West Kelowna	1	0	4	4	0	4	4
City of White Rock	2	0	2	2	0	4	4
City of Williams Lake	0	0	1	1	0	1	1
District of 100 Mile House	0	0	1	1	0	1	1
District of Central Saanich	1	0	1	1	0	1	1
District of Coldstream	0	1	0	1	1	1	2
District of Fort St. James	0	0	1	1	0	1	1
District of Highlands	0	0	1	1	0	2	2
District of Hope	1	1	1	2	1	2	3
District of Invermere	0	0	2	2	0	1	1
District of Kent	1	0	1	1	1	1	2
District of Kitimat	1	0	0	0	0	0	0
District of Lake Country	0	1	3	4	1	4	5
District of Lantzville	0	1	0	1	1	1	2
District of North Saanich	3	1	3	4	1	3	4
District of North Vancouver	1	0	1	1	0	3	3
District of Oak Bay	0	0	1	1	0	2	2
District of Port Edward	0	1	0	1	1	0	1
District of Port Hardy	2	0	0	0	0	0	0
District of Saanich	1	0	5	5	0	10	10
District of Sechelt	1	2	3	5	2	3	5
District of Sicamous	0	0	1	1	0	1	1
District of Sooke	0	2	2	4	2	2	4
District of Squamish	1	3	3	6	3	3	6
District of Summerland	4	0	2	2	0	3	3
District of Tumbler Ridge	2	0	2	2	0	2	2
District of Ucluelet	0	0	1	1	0	1	1
District of West Vancouver	2	2	2	4	2	2	4
Municipality of North Cowichan	1	0	1	1	0	1	1
Resort Municipality of Whistler	1	1	1	2	1	1	2
Sechelt Indian Government District	0	0	1	1	0	1	1

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Sun Peaks Mountain Resort Municipality	1	0	1	1	0	3	3
Town of Comox	1	0	0	0	0	0	0
Town of Creston	2	1	0	1	1	1	2
Town of Gibsons	0	0	1	1	0	1	1
Town of Golden	0	0	2	2	0	2	2
Town of Ladysmith	0	0	1	1	0	1	1
Town of Lake Cowichan	0	0	1	1	0	1	1
Town of Oliver	0	0	1	1	0	1	1
Town of Osoyoos	0	0	3	3	0	3	3
Town of Port McNeill	1	0	1	1	0	1	1
Town of Princeton	0	2	2	4	2	4	6
Town of Qualicum Beach	0	0	1	1	0	1	1
Town of Sidney	0	0	1	1	0	1	1
Town of Smithers	0	1	1	2	1	1	2
Town of View Royal	1	0	0	0	0	0	0
Township of Esquimalt	1	1	4	5	1	4	5
Township of Langley	2	0	2	2	0	4	4
Township of Spallumcheen	0	0	2	2	0	3	3
Village of Anmore	1	0	1	1	0	1	1
Village of Belcarra	0	0	1	1	0	1	1
Village of Cache Creek	0	0	1	1	0	1	1
Village of Canal Flats	1	0	0	0	0	0	0
Village of Chase	2	0	1	1	0	3	3
Village of Clinton	0	0	1	1	0	1	1
Village of Cumberland	0	0	1	1	0	2	2
Village of Fruitvale	1	0	1	1	0	1	1
Village of Gold River	0	0	0	0	0	1	1
Village of Granisle	1	0	1	1	0	2	2
Village of Harrison Hot Springs	0	1	2	3	1	3	4
Village of Keremeos	2	0	0	0	0	0	0
Village of Lions Bay	1	0	0	0	0	0	0
Village of Masset	0	0	0	0	0	1	1
Village of Pemberton	0	1	1	2	1	1	2
Village of Port Alice	1	0	1	1	0	3	3
Village of Pouce Coupe	0	0	1	1	0	1	1
Village of Sayward	0	1	2	3	1	9	10
Village of Silverton	1	0	3	3	0	3	3
Village of Tahsis	0	0	0	0	0	1	1
Village of Zeballos	1	0	0	0	0	0	0
Professional Associations	48	29	63	92	30	89	119
BC College of Nurses and Midwives	4	3	4	7	3	8	11
BC College of Oral Health Professionals	0	0	1	1	1	5	6
British Columbia College of Social Workers	1	0	3	3	0	4	4
Chartered Professional Accountants of British Columbia	2	0	1	1	0	2	2
College of Applied Biologists	0	0	0	0	0	1	1
College of Complementary Health Professionals of British Columbia	1	0	3	3	0	2	2
College of Health and Care Professionals of BC	0	3	6	9	3	7	10

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total
College of Pharmacists of BC	0	1	1	2	1	0	1
College of Physicians and Surgeons of BC	10	9	14	23	9	15	24
College of Veterinarians of BC	3	0	1	1	0	3	3
Engineers and Geoscientists of BC	2	3	2	5	3	3	6
Law Society of British Columbia	25	10	27	37	10	39	49
Regional Districts	33	23	82	105	23	102	125
Alberni-Clayoquot Regional District	2	1	1	2	1	2	3
Capital Regional District	6	4	12	16	4	15	19
Cariboo Regional District	2	0	1	1	0	1	1
Central Coast Regional District	2	0	0	0	0	2	2
Columbia-Shuswap Regional District	1	1	3	4	1	3	4
Comox Valley Regional District	0	2	3	5	2	3	5
Cowichan Valley Regional District	3	0	23	23	0	24	24
Fraser Valley Regional District	1	4	4	8	4	4	8
Metro Vancouver	1	2	4	6	2	4	6
Northern Rockies Regional Municipality	0	0	1	1	0	1	1
Peace River Regional District	0	0	2	2	0	3	3
qathet Regional District	0	1	0	1	1	1	2
Regional District of Central Kootenay	2	3	7	10	3	8	11
Regional District of Central Okanagan	0	0	1	1	0	2	2
Regional District of East Kootenay	3	3	4	7	3	5	8
Regional District of Fraser-Fort George	1	0	1	1	0	2	2
Regional District of Kitimat-Stikine	0	0	1	1	0	1	1
Regional District of Kootenay Boundary	1	0	1	1	0	1	1
Regional District of Mount Waddington	0	1	0	1	1	0	1
Regional District of Nanaimo	1	1	10	11	1	12	13
Regional District of North Okanagan	1	0	1	1	0	2	2
Regional District of Okanagan-Similkameen	0	0	1	1	0	4	4
Strathcona Regional District	3	0	0	0	0	0	0
Sunshine Coast Regional District	1	0	1	1	0	1	1
Thompson-Nicola Regional District	2	0	0	0	0	1	1
Regional Parks Boards	1	0	1	1	0	2	2
Vancouver Park Board	1	0	1	1	0	2	2
Research Universities	6	6	24	30	6	26	32
Royal Roads University	1	0	1	1	0	0	0
Simon Fraser University	1	1	1	2	1	1	2
Thompson Rivers University	0	1	2	3	1	3	4
University of British Columbia	2	2	13	15	2	13	15
University of Northern BC	1	0	0	0	0	1	1
University of Victoria	1	2	7	9	2	8	10
School Districts	37	18	89	107	17	109	126
School District 05 (Southeast Kootenay)	1	1	0	1	1	0	1
School District 06 (Rocky Mountain)	1	1	3	4	1	3	4
School District 08 (Kootenay Lake)	1	0	3	3	0	3	3
School District 10 (Arrow Lakes)	0	1	0	1	1	0	1
School District 19 (Revelstoke)	1	0	0	0	0	0	0
School District 20 (Kootenay-Columbia)	0	1	0	1	1	1	2
School District 22 (Vernon)	0	0	2	2	0	1	1
School District 23 (Central Okanagan)	2	0	1	1	0	2	2

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School District 27 (Cariboo-Chilcotin)	0	0	8	8	0	8	8
School District 28 (Quesnel)	1	0	0	0	0	0	0
School District 33 (Chilliwack)	0	0	6	6	0	5	5
School District 34 (Abbotsford)	2	0	1	1	0	3	3
School District 35 (Langley)	0	0	5	5	0	5	5
School District 36 (Surrey)	6	3	8	11	3	8	11
School District 37 (Delta)	0	1	1	2	1	1	2
School District 38 (Richmond)	1	0	0	0	0	1	1
School District 39 (Vancouver)	2	2	4	6	2	7	9
School District 40 (New Westminster)	2	0	0	0	0	1	1
School District 41 (Burnaby)	1	0	2	2	0	3	3
School District 42 (Maple Ridge-Pitt Meadows)	2	1	4	5	1	5	6
School District 43 (Coquitlam)	0	0	1	1	0	1	1
School District 44 (North Vancouver)	0	0	2	2	0	3	3
School District 45 (West Vancouver)	0	0	2	2	0	2	2
School District 47 (qathet)	0	0	1	1	0	1	1
School District 50 (Haida Gwaii)	0	0	0	0	0	1	1
School District 51 (Boundary)	0	0	1	1	0	1	1
School District 57 (Prince George)	1	1	1	2	0	1	1
School District 60 (Peace River North)	0	0	1	1	0	1	1
School District 61 (Greater Victoria)	1	0	3	3	0	5	5
School District 62 (Sooke)	0	0	1	1	0	1	1
School District 63 (Saanich)	1	0	2	2	0	2	2
School District 68 (Nanaimo-Ladysmith)	3	1	4	5	1	5	6
School District 69 (Qualicum)	0	0	2	2	0	4	4
School District 70 (Alberni)	2	0	3	3	0	3	3
School District 73 (Kamloops/Thompson)	1	1	2	3	1	2	3
School District 74 (Gold Trail)	0	0	0	0	0	1	1
School District 75 (Mission)	1	0	1	1	0	2	2
School District 78 (Fraser-Cascade)	1	0	1	1	0	1	1
School District 79 (Cowichan Valley)	1	1	3	4	1	2	3
School District 82 (Coast Mountains)	0	0	2	2	0	3	3
School District 83 (K̍wsaltktnéws ne Secwepemcúl'ecw)	0	1	2	3	1	2	3
School District 84 (Vancouver Island West)	1	1	3	4	1	4	5
School District 91 (Nechako Lakes)	0	0	2	2	0	2	2
School District 93 (Conseil Scolaire Francophone)	1	1	1	2	1	2	3
Jurisdictional Authorities Total	945	1213	2946	4159	1223	3765	4988
Non-Jurisdictional Authorities Total	8	203	1992	2195	208	2023	2231
All Files	953	1416	4938	6354	1431	5788	7219