



### The Ombudsman is:

- An independent officer of the Ontario legislature
- A watchdog who resolves and investigates complaints about provincial government bodies and municipalities, publicly funded universities and school boards
- An impartial investigator who makes recommendations to improve public services
- An office of last resort that steps in when other complaint avenues hit a dead end
- Confidential: All investigations are conducted in private; complainants are not identified without consent
- Free of charge: No fees are charged to complainants or to the organizations complained about

### The Ombudsman can:

- Resolve individual complaints
- Investigate issues that cannot be resolved locally
- Conduct large-scale investigations into broad, systemic issues affecting large numbers of people (past examples – lottery security, property tax assessment, newborn screening, Hydro One billing)
- Require officials to co-operate with investigations and provide relevant evidence
- Recommend changes to fix bureaucratic problems and improve governance, accountability and transparency

### The Ombudsman cannot:

- Overturn decisions of government bodies, including municipalities, universities or school boards
- Issue penalties; his recommendations are not binding
- Investigate private corporations, decisions of courts, the federal government or municipal police



### Did you know?

“Ombudsman” is Swedish for “citizen’s representative.” The first ombudsman was created in Sweden in 1809 to help people bring their concerns to the government’s attention.



# Complaints about MUNICIPALITIES



## How to reach us

**Office of the Ombudsman of Ontario**  
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483 Bay Street, 10<sup>th</sup> Floor, South Tower  
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1-800-263-1830

[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

[Twitter.com/Ont\\_Ombudsman](https://twitter.com/Ont_Ombudsman)  
[Facebook.com/OntarioOmbudsman](https://facebook.com/OntarioOmbudsman)  
[Youtube.com/OntarioOmbudsman](https://youtube.com/OntarioOmbudsman)



## The Ontario Ombudsman has the power to investigate and resolve complaints about municipalities, universities and school boards, as of these dates:



**Municipalities**  
Jan. 1, 2016



**Universities**  
Jan. 1, 2016



**School boards**  
Sept. 1, 2015

This new mandate is thanks to Bill 8, the new *Public Sector and MPP Accountability and Transparency Act, 2014*.

It means we can help Ontarians who have problems with these bodies, just as we help them with the 500+ provincial government organizations we oversee.

Our services include referrals, complaint resolution, independent investigations of individual and systemic issues, and recommendations to improve government administration, service and accountability.

“ We do not replace existing complaint mechanisms; we ensure they work as they should.”

– OMBUDSMAN ANNUAL REPORT  
2014-2015

## Who can complain about a municipality?

- Residents, ratepayers or family members
- Municipal staff, members of council or other officials
- Members of interest groups
- Anyone with a concern



## If you have a complaint...

- Have you already contacted the municipality about the problem? If not, we may refer you back to the appropriate local officials. We can help if your issue isn't resolved.
- Can you provide information about the issue and the steps you've taken (name of the municipality, officials you've dealt with, relevant documents, etc.)?
- You can review our complaint forms and information about the complaint process, our work and Bill 8 on our website, or call to speak to our staff for help.

## How we work

1. We assess all complaints and refer them to relevant local mechanisms for quick resolution wherever possible.
2. If local mechanisms are unsuccessful, we may attempt resolution and may contact the municipality for more information.
3. If an investigation is necessary, the municipality will receive written notice and will be required to provide relevant information and documents.
4. If the Ombudsman makes recommendations, the municipality will have a chance to respond before any report is made public.
5. The Ombudsman follows up on all recommendations to ensure they are implemented and have the desired effect.

## Common municipal issues

- Customer service
- Conduct of staff and/or council members
- Conflicts of interest
- Services: Garbage collection, snow removal, etc.
- Municipally-owned utilities
- Accountability mechanisms (or lack thereof)

– Based on complaints received before Bill 8

“ Everything has been settled to my satisfaction. Thanks a million for your help.”

– LETTER FROM COMPLAINANT



## Did you know?

- SIX other ombudsmen in Canada already oversee municipalities.
- In 2014-2015, before Bill 8 was in effect, the Ombudsman received a record 1,656 complaints about municipalities.
- Our office has experience with municipalities. Since 2008, the Ombudsman has been the closed meeting investigator for about 200 municipalities across Ontario. We have handled hundreds of closed meeting complaints and issued scores of reports and publications promoting best practices for transparency and accountability in municipal government.