



ONTARIO'S WATCHDOG
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REG. NO.: _____
FILE NO.: _____

September 11, 2017

Mr. Peter Fay
Brampton City Clerk
The Corporation of the City of Brampton
2 Wellington Street West
Brampton ON L6Y4R2

Dear Mr. Fay

This letter is further to our telephone conversation today, and further to your request for information regarding Brampton cases report in the Ombudsman's Annual Report 2016-2017.

As you know, the Ontario Ombudsman is an independent, impartial office of the Legislature that resolves public complaints about Ontario government organizations and municipalities, universities and school boards. We recommend solutions to individual and systemic administrative problems, and promote fairness, accountability and transparency in the public sector.

We are committed to adding value and assisting stakeholders, from the citizens of Ontario, to government and public sector bodies, to elected representatives. Our Office strives to assist municipalities in representing their constituents by sharing, to the extent possible, information gathered in the course of our operations that may be of assistance to that key stakeholder group.

Further to your request, I am pleased to provide you with an overview of cases received for the following ridings:

- Brampton West
- Brampton-Springdale
- Mississauga-Brampton South
- Bramalea-Gore-Malton

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I am also pleased to provide you with an overview of cases received for the City of Brampton in 2016-2017. Please note, as discussed we are not in a position to provide statistics for how cases are received. I can confirm; however, that all 26 cases received regarding the City of Brampton were within the Ombudsman's jurisdiction. In the majority of cases, complainants were provided with information, and/or referred back to the City to raise their concerns at first instance. In two cases, our office made informal inquiries with City staff, and determined that we would not be proceeding with a further review of these matters.

The charts for the ridings provide a breakdown by type of case (provincial, broader public sector, or non-jurisdictional) and the number of cases received. We have additionally provided a breakdown by ministry and program for the provincial cases. Please note that these statistics are kept based on the address provided by the individual who brought the complaint forward. Complaints about correctional facilities are not included in these riding numbers, but this information is available on request.

Our Office received a total of **21,328** cases 2016-2017, most of which were quickly resolved without formal investigation. At the same time, our systemic investigations continued to prompt constructive change. At the provincial level, work on fundamental changes to police de-escalation training, segregation reform, and services for adults with developmental disabilities is ongoing. We have also completed recent formal investigations into school board issues, which spurred significant improvements to Toronto busing services for students.

You can read more about how we work collaboratively to resolve administrative issues, our individual case resolutions, and our systemic investigations at www.ombudsman.on.ca.

We are also happy to answer any further questions you might have. Please feel free to email us directly at info@ombudsman.on.ca or call 1-800-263-1830.

Sincerely,



Andrea Dobi
Manager, Early Resolutions



City of Brampton
Ombudsman Ontario cases
April 1, 2016 - March 31, 2017
Total: 26

Accountability	2
Bylaw Enforcement	3
Council/Committees	5
Emergency/Fire Services	1
Employment/Labour Relations	2
Infrastructure	2
Parking	3
Parks/Recreation/Culture	2
Permits/Licensing	2
Planning/Zoning	1
Taxes	2
Water/Sewer	1
TOTAL	26



Riding of Bramalea-Gore-Malton
Ombudsman Ontario cases
April 1, 2016 - March 31, 2017
Total: 106

*Complaints from persons who provided an address within the riding,
excluding complaints about correctional facilities*

PROVINCIAL: 37

MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT	3
COLLEGES OF APPLIED ARTS AND TECHNOLOGY	2
ONTARIO STUDENT ASSISTANCE PROGRAM	1
MINISTRY OF CHILDREN AND YOUTH SERVICES	2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES	13
DEVELOPMENTAL SERVICES PROGRAMS	2
FAMILY RESPONSIBILITY OFFICE	6
ONTARIO DISABILITY SUPPORT PROGRAM	4
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES	1
PRIVATE SECURITY AND INVESTIGATIVE SERVICES BRANCH	1
MINISTRY OF ENERGY	1
HYDRO ONE BRAMPTON	1
MINISTRY OF GOVERNMENT AND CONSUMER SERVICES	2
SERVICEONTARIO	2
MINISTRY OF HEALTH AND LONG-TERM CARE	1
COMMUNITY CARE ACCESS CENTRE	1
MINISTRY OF LABOUR	4
WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL	1
WORKPLACE SAFETY AND INSURANCE BOARD	3
MINISTRY OF THE ATTORNEY GENERAL	5
HUMAN RIGHTS LEGAL SUPPORT CENTRE	1
SOCIAL JUSTICE TRIBUNALS ONTARIO (SJTO)	4



MINISTRY OF TRANSPORTATION	5
DRIVER LICENSING	2
METROLINX/ GO TRANSIT	1
VEHICLE LICENSING	2
BROADER PUBLIC SECTOR: 19	
MUNICIPALITIES*	12
SCHOOL BOARDS	6
UNIVERSITIES	1
NON-JURISDICTIONAL CASES: 50	
FEDERAL	3
OUTSIDE AUTHORITY**	14
PRIVATE	33

***Excluding cases about local police, libraries, health boards**

****E.g. cases about hospitals, courts, etc.**



Riding of Brampton-Springdale
Ombudsman Ontario cases
April 1, 2016 - March 31, 2017
Total: 86

Complaints from persons who provided an address within the riding, excluding complaints about correctional facilities

PROVINCIAL: 32

MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT	3
ONTARIO COLLEGE OF TRADES	1
ONTARIO STUDENT ASSISTANCE PROGRAM	2
MINISTRY OF COMMUNITY AND SOCIAL SERVICES	11
DEVELOPMENTAL SERVICES PROGRAMS	2
FAMILY RESPONSIBILITY OFFICE	7
FAMILY RESPONSIBILITY OFFICE - ISO UNIT	1
ONTARIO DISABILITY SUPPORT PROGRAM	1
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES	3
OFFICE OF THE CHIEF CORONER	1
PRIVATE SECURITY AND INVESTIGATIVE SERVICES BRANCH	1
MINISTRY OF FINANCE	2
MINISTRY OF HEALTH AND LONG-TERM CARE	2
MINISTRY FUNDED SERVICE PROVIDER	1
ONTARIO HEALTH INSURANCE PLAN	1
MINISTRY OF LABOUR	5
EMPLOYMENT PRACTICES BRANCH	1
ONTARIO LABOUR RELATIONS BOARD	1
WORKPLACE SAFETY AND INSURANCE BOARD	3
MINISTRY OF THE ATTORNEY GENERAL	2
PUBLIC GUARDIAN AND TRUSTEE	2
MINISTRY OF TRANSPORTATION	4
DRIVER LICENSING	3

BROADER PUBLIC SECTOR: 21

MUNICIPALITIES*	14
SCHOOL BOARDS	3
UNIVERSITIES	4

NON-JURISDICTIONAL CASES: 33

FEDERAL	4
OUTSIDE AUTHORITY**	6
PRIVATE	23

*Excluding cases about local police, libraries, health boards

**E.g. cases about hospitals, courts, etc.



Riding of Brampton West
Ombudsman Ontario cases
April 1, 2016 - March 31, 2017
Total: 147

Complaints from persons who provided an address within the riding, excluding complaints about correctional facilities

PROVINCIAL: 58 CASES

MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT	10
COLLEGES OF APPLIED ARTS AND TECHNOLOGY	6
ONTARIO COLLEGE OF TRADES	1
SECOND CAREER	3
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS	1
AGRICORP	1
MINISTRY OF CHILDREN AND YOUTH SERVICES	4
MINISTRY FUNDED SERVICE PROVIDER	1
MINISTRY OF CITIZENSHIP AND IMMIGRATION	1
MINISTRY OF COMMUNITY AND SOCIAL SERVICES	14
DEVELOPMENTAL SERVICES PROGRAMS	1
FAMILY RESPONSIBILITY OFFICE	4
FAMILY RESPONSIBILITY OFFICE - ISO UNIT	1
ONTARIO DISABILITY SUPPORT PROGRAM	7
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES	1
MINISTRY OF FINANCE	2
ONTARIO LOTTERY AND GAMING	1
MINISTRY OF GOVERNMENT AND CONSUMER SERVICES	3
SERVICEONTARIO	1
WORKPLACE DISCRIMINATION AND HARASSMENT PREVENTION (WDHP)	2
MINISTRY OF HEALTH AND LONG-TERM CARE	2
COMMUNITY CARE ACCESS CENTRE	2



Riding of Mississauga-Brampton South
Ombudsman Ontario cases
April 1, 2016 - March 31, 2017
Total: 71

Complaints from persons who provided an address within the riding, excluding complaints about correctional facilities

PROVINCIAL: 26

MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT	4
COLLEGES OF APPLIED ARTS AND TECHNOLOGY	4
MINISTRY OF COMMUNITY AND SOCIAL SERVICES	8
DEVELOPMENTAL SERVICES PROGRAMS	1
FAMILY RESPONSIBILITY OFFICE	2
MINISTRY FUNDED SERVICE PROVIDER	1
ONTARIO DISABILITY SUPPORT PROGRAM	3
ONTARIO DISABILITY SUPPORT PROGRAM - DISABILITY ADJUDICATION UNIT	1
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES	1
ONTARIO PROVINCIAL POLICE	1
MINISTRY OF EDUCATION	1
CHILD CARE QUALITY ASSURANCE AND LICENSING BRANCH	1
MINISTRY OF FINANCE	1
ONTARIO LOTTERY AND GAMING	1
MINISTRY OF HEALTH AND LONG-TERM CARE	3
COMMUNITY CARE ACCESS CENTRE	2
CONSENT AND CAPACITY BOARD	1
MINISTRY OF LABOUR	1
EMPLOYMENT PRACTICES BRANCH	1
MINISTRY OF THE ATTORNEY GENERAL	4
LEGAL AID ONTARIO	1
SOCIAL JUSTICE TRIBUNALS ONTARIO (SJTO)	3

MINISTRY OF THE ENVIRONMENT AND CLIMATE CHANGE	1
DRIVE CLEAN PROGRAM	1
MINISTRY OF TRANSPORTATION	2
DRIVER LICENSING	2
BROADER PUBLIC SECTOR: 23	
MUNICIPALITIES*	12
SCHOOL BOARDS	11
NON-JURISDICTIONAL CASES: 22	
FEDERAL	1
OUTSIDE AUTHORITY**	8
PRIVATE	13

*Excluding cases about local police, libraries, health boards

** E.g. cases about hospitals, courts, etc.