Ombudsman
ONTARIO

ONTARIO'S WATCHDOG
CHIEN DE GARDE DE L'ONTARIO

Greetings,

I am pleased to send you two hard copies of my latest Annual Report (one English, one French). This report covers the 2020-2021 fiscal year.

This is our Office's fifth full fiscal year of reporting on our oversight of municipalities, universities and school boards, in addition to provincial government organizations. It is also our second year of reporting on children and youth in care, and French language services. I hope that you and all stakeholders in these areas will find the information in this report of interest. (The French Language Services Commissioner also published a separate Annual Report in December 2020, and her next report will be released later this year.)

We encourage you to read the chapters of the report that relate to the topic areas relevant to your interests. In each chapter, we discuss the most common issues and the types of cases we have resolved across the province. Please feel free to share this information with any interested colleagues and stakeholders.

You can find the entire report, media materials and backgrounders, and statistics on our website here: https://www.ombudsman.on.ca/resources/reports-and-case-summaries/annual-reports
As well, we would be happy to provide more copies upon request.

Should you have any questions about the report or cases related to your organization, please do not hesitate to contact us. We are also happy to assist you with any general questions about our work. Our staff can be reached via email at info@ombudsman.on.ca.

Sincerely,

Paul Dubé,
Ombudsman of Ontario

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