



THE OFFICE OF THE OMBUDSMAN

2nd Quarter Report 2021

Office of the Ombudsman

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Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 30 JUNE 2021)



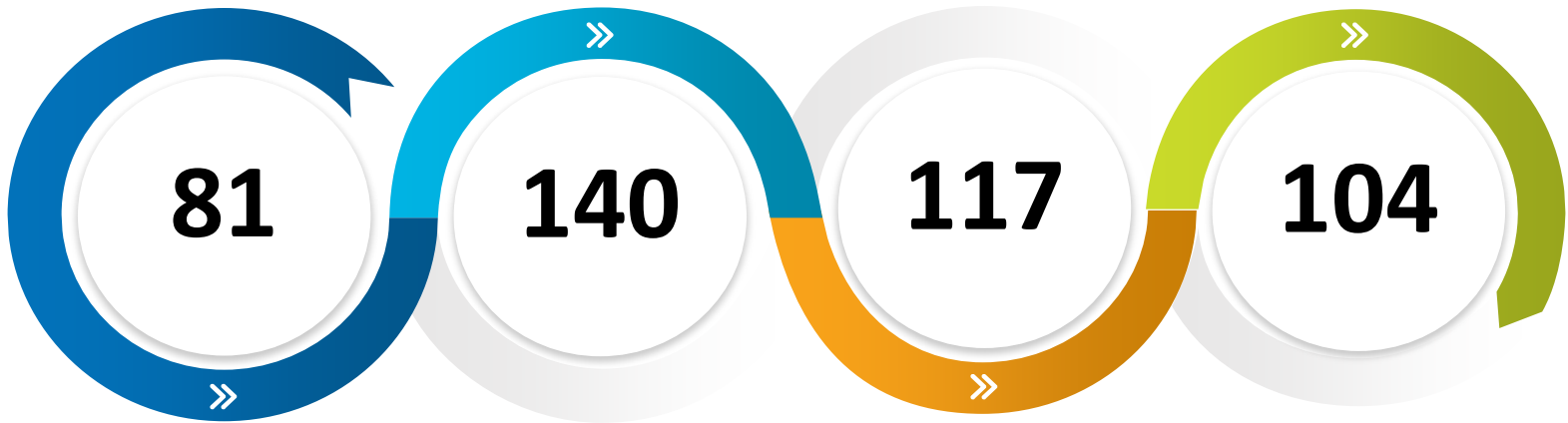
OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 30 JUNE 2021)

CASES RECEIVED AS AT 30 JUNE 2021

FREEDOM OF INFORMATION	18
DATA PROTECTION	78
MALADMINISTRATION	31
POLICE COMPLAINTS	13
WHISTLEBLOWER PROTECTION	0

OPEN CASES AS AT 30 JUNE 2021

FREEDOM OF INFORMATION	14
DATA PROTECTION	49
MALADMINISTRATION	24
POLICE COMPLAINTS	15
WHISTLEBLOWER PROTECTION	2



CASES CARRIED FORWARD

FREEDOM OF INFORMATION	17
DATA PROTECTION	36
MALADMINISTRATION	11
POLICE COMPLAINTS	15
WHISTLEBLOWER PROTECTION	2

CASES CLOSED AS AT 30 JUNE 2021

FREEDOM OF INFORMATION	21
DATA PROTECTION	65
MALADMINISTRATION	18
POLICE COMPLAINTS	13
WHISTLEBLOWER PROTECTION	0

STATISTICS BY DIVISION – 2ND QUARTER

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION		
	1 ST QTR	2 ND QTR
Inquiries Answered	6	12
Presentations	2	2
Cases Carried Forward from Previous Quarter	17	14
Appeals Received	10	8
Cases Resolved	13	8
<i>Assessment/Disposition</i>	0	1
Non-Jurisdictional	0	1
<i>Informal Resolution</i>	11	6
Partial Disclosure	3	2
Non-disclosure	2	0
Full Disclosure	4	4
Other	2	0
<i>Decisions</i>	2	1
Appeal Dismissed	1	0
Appeal Partially Upheld	0	0
Appeal Upheld	1	1
Other	0	0
Open Cases	14	14

DATA PROTECTION		
	1ST QTR	2ND QTR
Inquiries Answered	38	35
Presentations	1	0

Data Protection – Complaints		
Cases Carried Forward from Previous Quarter	7	8
Cases Received	4	11
Cases Resolved	3	8
Assessment/Disposition	1	1
Non-Jurisdictional	0	0
Complaint Refused (s. 43(4))	1	1
Complaint Abandoned	0	0
Complaint Withdrawn	0	0
Referred to another DP Authority	0	0
Other	0	0
Informal Resolution	1	7
Supported	0	5
Not Supported	1	2
Complaint Abandoned	0	0
Complaint Withdrawn	0	0
Order	1	0
Enforcement Order Issued	1	0
Monetary Order Issued	0	0
Enforcement and Monetary Order Issued	0	0
Open Cases	8	11

Data Protection – Breach Notification		
Cases Carried Forward from Previous Quarter	29	36
Cases Received	34	29
Cases Resolved	27	27
Assessment/Disposition	25	26
Non-Jurisdictional	0	3
Appropriate Actions Taken	25	23
Other	0	0
Informal Resolution	1	1
Resolved Informally	1	1
Order	1	0
Enforcement Order Issued	1	0
Monetary Order Issued	0	0
Enforcement and Monetary Order Issued	0	0
Open Cases	36	38

COMPLAINTS DIVISION

MALADMINISTRATION		
	1 ST QTR	2 ND QTR
Inquiries Answered	30	25
Cases Carried Forward from Previous Quarter	11	18
Complaints Received	17	14
Cases Resolved	10	8
<i>Assessment/Disposition</i>	6	2
Non-Jurisdictional [†]	6	2
Complaint Refused	0	0
Complaint Withdrawn	0	0
<i>Early Resolution</i>	3	6
Successfully Resolved	3	6
Complaint Withdrawn	0	0
<i>Investigation</i>	1	0
Supported	0	0
Not Supported	0	0
Successfully Resolved	0	0
Complaint Withdrawn	1	0
Open Cases	18	24

[†]This includes complaints which are time barred, appeals have not been exhausted, cases referred to another agency, the issue/entity is not subject to investigation or a Schedule 2 restriction exists

POLICE COMPLAINTS		
	1ST QTR	2ND QTR
Inquiries Answered	12	15
Cases Carried Forward from Previous Quarter	15	16
Complaints Received	9	4
Cases Resolved	8	5
<i>Assessment/Disposition</i>	3	2
Non-Jurisdictional	1	0
Investigation Time Barred	0	0
Investigation Refused (s. 3(2)(g))	0	0
Complaint Withdrawn	1	1
Complaint Abandoned	1	1
<i>Informal Resolution</i>	4	2
Successfully Resolved	4	2
<i>Investigation</i>	1	1
Supported	1	0
Not Supported	0	0
Complaint Withdrawn	0	0
Complaint Abandoned	0	0
Other	0	1
Outstanding Referrals to RCIPS	0	0
Open OMB Files	16	15
Open Cases	16	15

WHISTLEBLOWER PROTECTION		
	1ST QTR	2ND QTR
Inquiries Answered	0	3
Cases Carried Forward from Previous Quarter	2	2
Complaints Received	0	0
Cases Resolved	0	0
<i>Assessment/Disposition</i>	0	0
Non-Jurisdictional	0	0
Referred to Another Agency	0	0
<i>Investigation</i>	0	0
Supported	0	0
Not Supported	0	0
Open Cases	2	2