



THE OFFICE OF THE OMBUDSMAN

3rd Quarter Report 2021

Office of the Ombudsman

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Statistics

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



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

CASES RECEIVED AS AT 30
SEPTEMBER 2021

FREEDOM OF INFORMATION	26
DATA PROTECTION	100
MALADMINISTRATION	51
POLICE COMPLAINTS	22
WHISTLEBLOWER PROTECTION	1

OPEN CASES AS AT 30 SEPTEMBER
2021

FREEDOM OF INFORMATION	16
DATA PROTECTION	42
MALADMINISTRATION	23
POLICE COMPLAINTS	16
WHISTLEBLOWER PROTECTION	2

81

200

182

99

CASES CARRIED FORWARD

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

CASES CLOSED AS AT 30
SEPTEMBER 2021

FREEDOM OF INFORMATION	27
DATA PROTECTION	94
MALADMINISTRATION	39
POLICE COMPLAINTS	21
WHISTLEBLOWER PROTECTION	1

STATISTICS BY DIVISION – 3RD QUARTER

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION			
	1 ST QTR	2 ND QTR	3 RD QTR
Inquiries Answered	6	12	17
Presentations	2	2	
Cases Carried Forward from Previous Quarter	17	14	14
Appeals Received	10	8	8
Cases Resolved	13	8	6
Assessment/Disposition	0	1	0
Non-Jurisdictional	0	1	0
Informal Resolution	11	6	3
Partial Disclosure	3	2	1
Non-disclosure	2	0	0
Full Disclosure	4	4	1
Other	2	0	1
Decisions	2	1	3
Appeal Dismissed	1	0	2
Appeal Partially Upheld	0	0	1
Appeal Upheld	1	1	0
Other	0	0	0
Open Cases	14	14	16

DATA PROTECTION			
	1ST QTR	2ND QTR	
Inquiries Answered	38	35	34
Presentations	1	0	

Data Protection – Complaints			
Cases Carried Forward from Previous Quarter	7	8	11
Cases Received	4	11	5
Cases Resolved	3	8	4
Assessment/Disposition	1	1	0
Non-Jurisdictional	0	0	0
Complaint Refused (s. 43(4))	1	1	0
Complaint Abandoned	0	0	0
Complaint Withdrawn	0	0	0
Referred to another DP Authority	0	0	0
Other	0	0	0
Informal Resolution	1	7	2
Supported	0	5	2
Not Supported	1	2	0
Complaint Abandoned	0	0	0
Complaint Withdrawn	0	0	0
Order	1	0	2
Enforcement Order Issued	1	0	2
Monetary Order Issued	0	0	0
Enforcement and Monetary Order Issued	0	0	0
Open Cases	8	11	12

Data Protection – Breach Notification			
Cases Carried Forward from Previous Quarter	29	36	38
Cases Received	34	29	17
Cases Resolved	27	27	25
Assessment/Disposition	25	26	21
Non-Jurisdictional	0	3	0
Appropriate Actions Taken	25	23	21
Other	0	0	0
Informal Resolution	1	1	4
Resolved Informally	1	1	4
Order	1	0	0
Enforcement Order Issued	1	0	0
Monetary Order Issued	0	0	0
Enforcement and Monetary Order Issued	0	0	0
Open Cases	36	38	30

COMPLAINTS DIVISION

MALADMINISTRATION			
	1ST QTR	2ND QTR	3RD QTR
Inquiries Answered	30	25	42
Cases Carried Forward from Previous Quarter	11	18	24
Complaints Received	17	14	20
Cases Resolved	10	8	21
<i>Assessment/Disposition</i>	6	2	13
Non-Jurisdictional [†]	6	2	13
Complaint Refused	0	0	0
Complaint Withdrawn	0	0	0
<i>Early Resolution</i>	3	6	7
Successfully Resolved	3	6	7
Complaint Withdrawn	0	0	0
<i>Investigation</i>	1	0	1
Supported	0	0	1
Not Supported	0	0	0
Successfully Resolved	0	0	0
Complaint Withdrawn	1	0	0
Open Cases	18	24	23

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

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