

THE OFFICE OF THE OMBUDSMAN

1st Quarter Report 2022

Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 31 MARCH 2022)



OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 31 MARCH 2022)

CASES RECEIVED AS AT 31 MARCH 2022

FREEDOM OF INFORMATION	2
DATA PROTECTION	27
MALADMINISTRATION	7
POLICE COMPLAINTS	8
WHISTLEBLOWER PROTECTION	1

OPEN CASES AS AT 31 MARCH 2022

FREEDOM OF INFORMATION	12
DATA PROTECTION	63
MALADMINISTRATION	24
POLICE COMPLAINTS	18
WHISTLEBLOWER PROTECTION	4

111

45

35

121

CASES CARRIED FORWARD

FREEDOM OF INFORMATION	15
DATA PROTECTION	54
MALADMINISTRATION	23
POLICE COMPLAINTS	16
WHISTLEBLOWER PROTECTION	3

CASES CLOSED AS AT 31 MARCH 2022

FREEDOM OF INFORMATION	5
DATA PROTECTION	18
MALADMINISTRATION	6
POLICE COMPLAINTS	6
WHISTLEBLOWER PROTECTION	0

STATISTICS BY DIVISION – 1ST QUARTER

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION	
	1 ST QTR
Inquiries Answered	9
Presentations	1
Cases Carried Forward from Previous Quarter	15
Appeals Received	2
Cases Resolved	5
<i>Assessment/Disposition</i>	0
Non-Jurisdictional	0
<i>Informal Resolution</i>	5
Partial Disclosure	1
Non-disclosure	1
Full Disclosure	1
Other	2
<i>Decisions</i>	0
Appeal Dismissed	0
Appeal Partially Upheld	0
Appeal Upheld	0
Other	0
Open Cases	12

DATA PROTECTION	
	1ST QTR
Inquiries Answered	36
Presentations	0
<i>Data Protection – Complaints</i>	
Cases Carried Forward from Previous Quarter	20
Cases Received	7
Cases Resolved	5
<i>Assessment/Disposition</i>	0
Non-Jurisdictional	0
Complaint Refused (s. 43(4))	0
Complaint Abandoned	0
Complaint Withdrawn	0
Referred to another DP Authority	0
Other	0
<i>Informal Resolution</i>	5
Supported	1
Not Supported	3
Complaint Abandoned	0
Complaint Withdrawn	0
Other	1
<i>Order</i>	0
Enforcement Order Issued	0
Monetary Order Issued	0
Enforcement and Monetary Order Issued	0
Open Cases	22
<i>Data Protection – Breach Notifications</i>	
Cases Carried Forward from Previous Quarter	34
Cases Received	20
Cases Resolved	13
<i>Assessment/Disposition</i>	11
Non-Jurisdictional	0
Appropriate Actions Taken	11
Other	0
<i>Informal Resolution</i>	2
Resolved Informally	2
<i>Order</i>	0
Enforcement Order Issued	0
Monetary Order Issued	0
Enforcement and Monetary Order Issued	0
Other	0
Open Cases	41

COMPLAINTS DIVISION

MALADMINISTRATION	
	1ST QTR
Inquiries Answered	32
Cases Carried Forward from Previous Quarter	23
Complaints Received	7
Cases Resolved	6
<i>Assessment/Disposition</i>	1
Non-Jurisdictional ⁺	1
Complaint Refused	0
Complaint Withdrawn	0
<i>Early Resolution</i>	2
Successfully Resolved	2
Complaint Withdrawn	0
<i>Investigation</i>	3
Supported	3
Not Supported	0
Successfully Resolved	0
Complaint Withdrawn	0
Open Cases	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
Inquiries Answered	19
Cases Carried Forward from Previous Quarter	16
Complaints Received	8
Cases Resolved	6
<i>Assessment/Disposition</i>	3
Non-Jurisdictional	1
Investigation Time Barred	1
Investigation Refused (s. 3(2)(g))	0
Complaint Withdrawn	0
Complaint Abandoned	0
Other	1
<i>Informal Resolution</i>	0
Successfully Resolved	0
Other	0
<i>Investigation</i>	3
Supported	2
Not Supported	0
Complaint Withdrawn	0
Complaint Abandoned	1
Other	0
Outstanding Referrals to RCIPS	0
Open OMB Files	18
Open Cases	18

WHISTLEBLOWER PROTECTION	
	1ST QTR
Inquiries Answered	0
Cases Carried Forward from Previous Quarter	3
Complaints Received	1
Cases Resolved	0
<i>Assessment/Disposition</i>	0
Non-Jurisdictional	0
Referred to Another Agency	0
<i>Investigation</i>	0
Supported	0
Not Supported	0
Open Cases	4