

OFFICE OF THE OMBUDSMAN

2nd Quarter Report 2022

Office of the Ombudsman

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Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 30 JUNE 2022)



OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 30 JUNE 2022)

CASES RECEIVED AS AT 30 JUNE 2022

FREEDOM OF INFORMATION	12
DATA PROTECTION	60
MALADMINISTRATION	21
POLICE COMPLAINTS	23
WHISTLEBLOWER PROTECTION	3

OPEN CASES AS AT 30 JUNE 2022

FREEDOM OF INFORMATION	16
DATA PROTECTION	63
MALADMINISTRATION	24
POLICE COMPLAINTS	23
WHISTLEBLOWER PROTECTION	3

111

119

101

129

CASES CARRIED FORWARD

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

CASES CLOSED AS AT 30 JUNE 2022

FREEDOM OF INFORMATION	11
DATA PROTECTION	51
MALADMINISTRATION	20
POLICE COMPLAINTS	16
WHISTLEBLOWER PROTECTION	3

STATISTICS BY DIVISION – 2ND QUARTER

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION		
	1 ST QTR	2 ND QTR
Inquiries Answered	9	15
Presentations	1	0
Cases Carried Forward from Previous Quarter	15	12
Appeals Received	2	10
Cases Resolved	5	6
<i>Assessment/Disposition</i>	0	0
Non-Jurisdictional	0	0
<i>Informal Resolution</i>	5	1
Partial Disclosure	1	0
Non-disclosure	1	1
Full Disclosure	1	0
Other	2	0
<i>Decisions</i>	0	5
Appeal Dismissed	0	0
Appeal Partially Upheld	0	2
Appeal Upheld	0	0
Other	0	3
Open Cases	12	16

DATA PROTECTION		
	1ST QTR	2ND QTR
Inquiries Answered	39	26
Presentations	0	0
<i>Data Protection – Complaints</i>		
Cases Carried Forward from Previous Quarter	20	22
Cases Received	7	7
Cases Resolved	5	9
<i>Assessment/Disposition</i>	0	4
Non-Jurisdictional	0	0
Complaint Refused (s. 43(4))	0	3
Complaint Abandoned	0	0
Complaint Withdrawn	0	0
Referred to another DP Authority	0	0
Other	0	1
<i>Informal Resolution</i>	5	4
Supported	1	1
Not Supported	3	3
Complaint Abandoned	0	0
Complaint Withdrawn	0	0
Other	1	0
<i>Order</i>	0	1
Enforcement Order Issued	0	0
Monetary Order Issued	0	0
Enforcement and Monetary Order Issued	0	0
Other	0	1
Open Cases	22	20
<i>Data Protection – Breach Notifications</i>		
Cases Carried Forward from Previous Quarter	34	41
Cases Received	20	26
Cases Resolved	13	24
<i>Assessment/Disposition</i>	11	24
Non-Jurisdictional	0	2
Appropriate Actions Taken	11	21
Other	0	1
<i>Informal Resolution</i>	2	0
Resolved Informally	2	0
<i>Order</i>	0	0
Enforcement Order Issued	0	0
Monetary Order Issued	0	0
Enforcement and Monetary Order Issued	0	0
Open Cases	41	43

COMPLAINTS DIVISION

MALADMINISTRATION		
	1 ST QTR	2 ND QTR
Inquiries Answered	33	62
Cases Carried Forward from Previous Quarter	23	24
Complaints Received	7	14
Cases Resolved	6	14
<i>Assessment/Disposition</i>	1	7
Non-Jurisdictional ⁺	1	7
Complaint Refused	0	0
Complaint Withdrawn	0	0
<i>Early Resolution</i>	2	5
Successfully Resolved	2	5
Complaint Withdrawn	0	0
<i>Investigation</i>	3	2
Supported	3	2
Not Supported	0	0
Successfully Resolved	0	0
Complaint Withdrawn	0	0
Open Cases	24	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	19	10
Presentations	0	1
Cases Carried Forward from Previous Quarter	16	18
Complaints Received	8	15
Cases Resolved	6	10
<i>Assessment/Disposition</i>	3	7
Non-Jurisdictional	1	2
Investigation Time Barred	1	2
Investigation Refused (s. 3(2)(g))	0	2
Complaint Withdrawn	0	0
Complaint Abandoned	0	1
Other	1	0
<i>Informal Resolution</i>	0	2
Successfully Resolved	0	2
Other	0	0
<i>Investigation</i>	3	1
Supported	2	0
Not Supported	0	1
Complaint Withdrawn	0	0
Complaint Abandoned	1	0
Other	0	0
Outstanding Referrals to RCIPS	0	3
Open OMB Files	18	20
Open Cases	18	23

WHISTLEBLOWER PROTECTION		
	1ST QTR	2ND QTR
Inquiries Answered	0	1
Cases Carried Forward from Previous Quarter	3	4
Complaints Received	1	2
Cases Resolved	0	3
<i>Assessment/Disposition</i>	0	3
Non-Jurisdictional	0	3
Referred to Another Agency	0	0
<i>Investigation</i>	0	0
Supported	0	0
Not Supported	0	0
Open Cases	4	3