

OFFICE OF THE OMBUDSMAN

2nd Quarter Report 2023

Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 30 JUNE 2023)



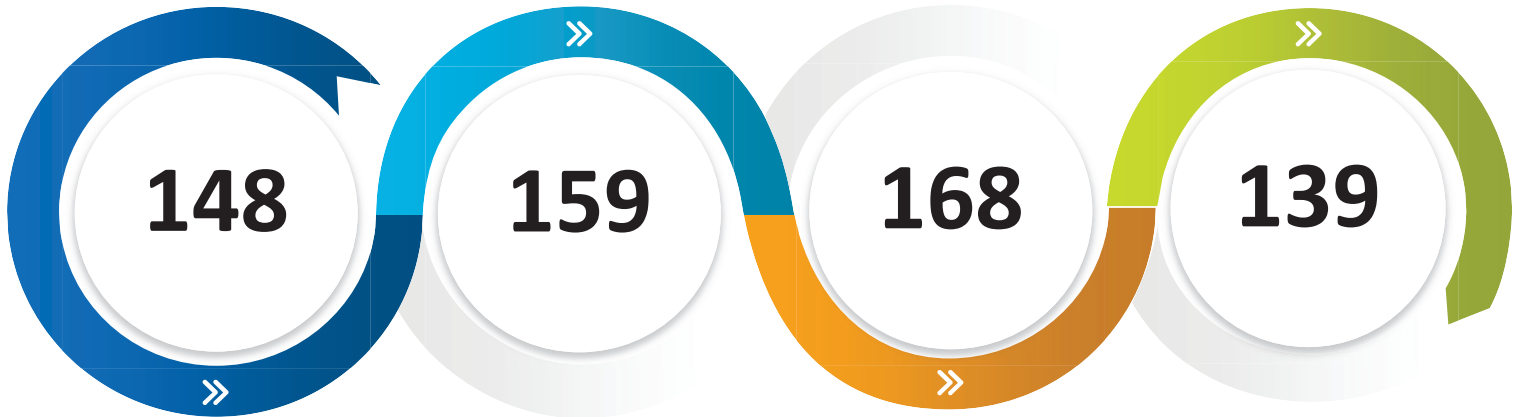
OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 30 JUNE 2023)

CASES RECEIVED AS AT 30 JUNE 2023

FREEDOM OF INFORMATION	11
DATA PROTECTION	79
MALADMINISTRATION	43
POLICE COMPLAINTS	21
WHISTLEBLOWER PROTECTION	5

OPEN CASES AS AT 30 JUNE 2023

FREEDOM OF INFORMATION	10
DATA PROTECTION	75
MALADMINISTRATION	21
POLICE COMPLAINTS	28
WHISTLEBLOWER PROTECTION	5



CASES CARRIED FORWARD

FREEDOM OF INFORMATION	13
DATA PROTECTION	81
MALADMINISTRATION	27
POLICE COMPLAINTS	24
WHISTLEBLOWER PROTECTION	3

CASES CLOSED AS AT 30 JUNE 2023

FREEDOM OF INFORMATION	14
DATA PROTECTION	85
MALADMINISTRATION	49
POLICE COMPLAINTS	17
WHISTLEBLOWER PROTECTION	3

STATISTICS BY DIVISION – 2ND QUARTER 2023

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION		
	1 ST QTR	2 ND QTR
Inquiries Answered	6	12
Presentations	1	0
Cases Carried Forward from Previous Quarter	13	17
Appeals Received	7	4
Cases Resolved	3	11
<i>Assessment/Disposition</i>	0	1
Non-Jurisdictional	0	1
<i>Informal Resolution</i>	2	8
Partial Disclosure	2	2
Non-disclosure	0	1
Full Disclosure	0	4
Other	0	1
<i>Decisions</i>	1	2
Appeal Dismissed	0	0
Appeal Partially Upheld	0	0
Appeal Upheld	1	0
Other	0	2
Open Cases	17	10

DATA PROTECTION		
	1ST QTR	2ND QTR
Inquiries Answered	31	38
Presentations	0	4
<i>Data Protection – Complaints</i>		
Cases Carried Forward from Previous Quarter	21	20
Cases Received	8	15
Cases Resolved	9	13
<i>Assessment/Disposition</i>	5	4
Non-Jurisdictional	2	1
Complaint Refused (s. 43(4))	3	3
Complaint Abandoned	0	0
Complaint Withdrawn	0	0
Referred to another DP Authority	0	0
Other	0	0
<i>Informal Resolution</i>	2	8
Supported	0	7
Not Supported	1	1
Complaint Abandoned	0	0
Complaint Withdrawn	0	0
Other	1	0
<i>Order</i>	2	1
Enforcement Order Issued	2	1
Monetary Order Issued	0	0
Enforcement and Monetary Order Issued	0	0
Other	0	0
Open Cases	20	22
<i>Data Protection – Breach Notifications</i>		
Cases Carried Forward from Previous Quarter	60	70
Cases Received	21	35
Cases Resolved	11	52
<i>Assessment/Disposition</i>	3	9
Non-Jurisdictional	0	1
Appropriate Actions Taken	2	6
Other	1	2
<i>Informal Resolution</i>	8	43
Resolved Informally	8	43
Other	0	0
<i>Order</i>	0	0
Enforcement Order Issued	0	0
Monetary Order Issued	0	0
Enforcement and Monetary Order Issued	0	0
Other	0	0
Open Cases	70	53

COMPLAINTS DIVISION

MALADMINISTRATION		
	1ST QTR	2ND QTR
Inquiries Answered	61	63
Presentations	1	2
Cases Carried Forward from Previous Quarter	27	23
Complaints Received	14	29
Cases Resolved	18	31
<i>Assessment/Disposition</i>	14	24
Non-Jurisdictional ⁺	13	23
Complaint Refused	1	0
Complaint Withdrawn	0	1
<i>Early Resolution</i>	1	3
Successfully Resolved	1	3
Complaint Withdrawn	0	0
<i>Investigation</i>	3	4
Supported	2	3
Not Supported	0	1
Successfully Resolved	0	0
Complaint Withdrawn	1	0
Open Cases	23	21

⁺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	12
Presentations	0	0
Cases Carried Forward from Previous Quarter	24	28
Complaints Received	10	11
Cases Resolved	6	11
<i>Assessment/Disposition</i>	3	6
Non-Jurisdictional	1	2
Investigation Time Barred	1	0
Investigation Refused (s. 3(2)(g))	0	1
Complaint Withdrawn	0	1
Complaint Abandoned	1	2
Other	0	0
<i>Informal Resolution</i>	1	0
Successfully Resolved	1	0
Other	0	0
<i>Investigation</i>	2	5
Supported	0	2
Not Supported	2	2
Complaint Withdrawn	0	0
Complaint Abandoned	0	0
Other	0	1
Outstanding Referrals to RCIPS	4	4
Open OMB Files	24	24
Open Cases	28	28

WHISTLEBLOWER PROTECTION		
	1ST QTR	2ND QTR
Inquiries Answered	1	1
Cases Carried Forward from Previous Quarter	3	4
Complaints Received	3	2
Cases Resolved	2	1
<i>Assessment/Disposition</i>	1	1
Non-Jurisdictional	1	1
Referred to Another Agency	0	0
<i>Investigation</i>	1	0
Supported	1	0
Not Supported	0	0
Open Cases	4	5