# THE OFFICE OF THE OMBUDSMAN

1<sup>st</sup> Quarter Report 2021

Office of the Ombudsman

Anderson Square 64 Shedden Road, PO Box 2252 Grand Cayman KY1-1107 Cayman Islands T +1 345 946 6283 F +1 345 946 6222 info@ombudsman.ky ombudsman.ky

## **Statistics**

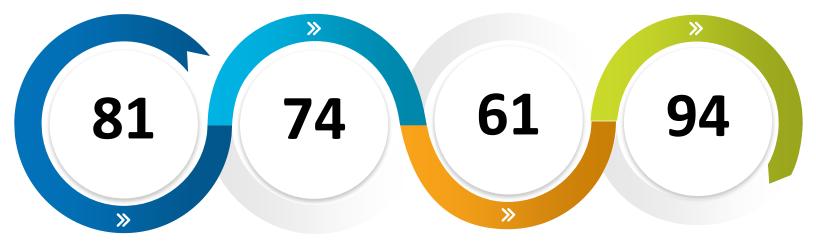
## **OVERVIEW OF CASES**

#### CASES RECEIVED IN 1<sup>ST</sup> QUARTER

FREEDOM OF INFORMATION	10
DATA PROTECTION	38
MALADMINISTRATION	17
POLICE COMPLAINTS	9
WHISTLEBLOWER PROTECTION	0

#### OPEN CASES AS AT 31 MARCH 2021

FREEDOM OF INFORMATION	14
DATA PROTECTION	44
MALADMINISTRATION	18
POLICE COMPLAINTS	<b>16</b>
WHISTLEBLOWER PROTECTION	2



### CASES CARRIED FORWARD FROM PREVIOUS QUARTER

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

### CASES CLOSED IN 1<sup>ST</sup> QUARTER

FREEDOM OF INFORMATION	13
DATA PROTECTION	30
MALADMINISTRATION	10
POLICE COMPLAINTS	8
WHISTLEBLOWER PROTECTION	0

### **OVERVIEW OF INQUIRIES**



## STATISTICS BY DIVISION

#### INFORMATION RIGHTS DIVISION

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

DATA PROTECTION		
		1 <sup>ST</sup> QTR
Inquiries Answered		38
Presentations		1
Data Protection – Co	mplaints	
Cases Carried Forwar	rd from Previous Quarter	7
Cases Received		4
Cases Resolved		3
Assessment/	Disposition	1
Non	-Jurisdictional	0
Corr	plaint Refused (s. 43(4))	1
Corr	plaint Abandoned	0
Com	iplaint Withdrawn	0
Refe	erred to another DP Authority	0
Oth	••	0
Informal Res	solution	1
	ported	0
	Supported	1
	iplaint Abandoned	0
Com	iplaint Withdrawn	0
Order		1
Enfo	prcement Order Issued	1
Mor	netary Order Issued	0
Enfo	prcement and Monetary Order	0
	sued	
Open Cases		8
Data Protection – Br		
Cases Carried Forwar	rd from Previous Quarter	29
Cases Received		34
Cases Resolved		27
Assessment,	-	25
	-Jurisdictional	0
Арр	ropriate Actions Taken	25
Oth		0
Informal Res		1
	olved Informally	1
Order		1
	prcement Order Issued	1
	netary Order Issued	0
	prcement and Monetary Order	0
	sued	
Open Cases		36

#### **COMPLAINTS DIVISION**

MALADMINISTRATION	
	1 <sup>ST</sup> QTR
Inquiries Answered	30
<b>Cases Carried Forward from Previous Quarter</b>	11
Complaints Received	17
Cases Resolved	10
Assessment/Disposition	6
Non-Jurisdictional <sup>+</sup>	6
Complaint Refused	0
Complaint Withdrawn	0
Early Resolution	3
Successfully Resolved	3
Complaint Withdrawn	0
Investigation	1
Supported	0
Not Supported	0
Successfully Resolved	0
Complaint Withdrawn	1
Open Cases	18

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

WHISTLEBLOWER PROTECTION	
	1 <sup>ST</sup> QTR
Inquiries Answered	8
<b>Cases Carried Forward from Previous Quarter</b>	2
Complaints Received	0
Cases Resolved	0
Assessment/Disposition	0
Non-Jurisdictional	0
Referred to Another Agency	0
Investigation	0
Supported	0
Not Supported	0
Open Cases	2