

OFFICE OF THE OMBUDSMAN

4th Quarter Report 2023

Office of the Ombudsman

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Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2023)



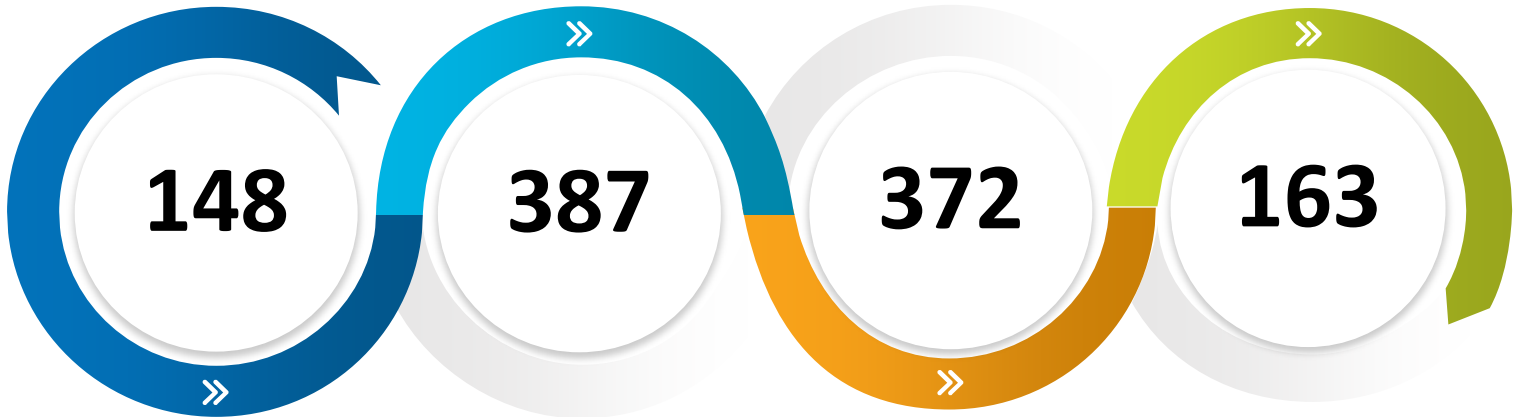
OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2023)

CASES RECEIVED AS OF 31 DECEMBER 2023

FREEDOM OF INFORMATION	30
DATA PROTECTION	220
MALADMINISTRATION	84
POLICE COMPLAINTS	47
WHISTLEBLOWER PROTECTION	6

OPEN CASES AS OF 31 DECEMBER 2023

FREEDOM OF INFORMATION	8
DATA PROTECTION	109
MALADMINISTRATION	11
POLICE COMPLAINTS	32
WHISTLEBLOWER PROTECTION	3



CASES CARRIED FORWARD

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

CASES CLOSED AS OF 31 DECEMBER 2023

FREEDOM OF INFORMATION	35
DATA PROTECTION	192
MALADMINISTRATION	100
POLICE COMPLAINTS	39
WHISTLEBLOWER PROTECTION	6

STATISTICS BY DIVISION – 4TH QUARTER 2023

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION				
	1 ST QTR	2 ND QTR	3 RD QTR	4 TH QTR
Inquiries Answered	6	12	13	4
Presentations	1	0	1	2
Cases Carried Forward from Previous Quarter	13	17	10	15
Appeals Received	7	4	14	5
Cases Resolved	3	11	9	12
<i>Assessment/Disposition</i>	0	1	6	3
Non-Jurisdictional	0	1	6	3
<i>Informal Resolution</i>	2	8	2	7
Partial Disclosure	2	2	0	1
Non-disclosure	0	1	0	1
Full Disclosure	0	4	1	3
Other	0	1	1	2
<i>Decisions</i>	1	2	1	2
Appeal Dismissed	0	0	0	1
Appeal Partially Upheld	0	0	1	1
Appeal Upheld	1	0	0	0
Other	0	2	0	0
Open Cases	17	10	15	8

DATA PROTECTION				
	1ST QTR	2ND QTR	3RD QTR	4TH QTR
Inquiries Answered	31	38	31	21
Presentations	0	4	0	3
<i>Data Protection – Complaints</i>				
Cases Carried Forward from Previous Quarter	21	20	22	24
Cases Received	8	15	9	7
Cases Resolved	9	13	7	11
<i>Assessment/Disposition</i>	5	4	3	6
Non-Jurisdictional	2	1	1	3
Complaint Refused (s. 43(4))	3	3	0	2
Complaint Abandoned	0	0	1	0
Complaint Withdrawn	0	0	1	1
Referred to another DP Authority	0	0	0	0
Other	0	0	0	0
<i>Informal Resolution</i>	2	8	4	3
Supported	0	7	3	1
Not Supported	1	1	1	1
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
Other	1	0	0	1
<i>Order</i>	2	1	0	2
Enforcement Order Issued	2	1	0	2
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Other	0	0	0	0
Open Cases	20	22	24	20
<i>Data Protection – Breach Notifications</i>				
Cases Carried Forward from Previous Quarter	60	70	53	72
Cases Received	21	35	79	46
Cases Resolved	11	52	60	29
<i>Assessment/Disposition</i>	3	9	34	22
Non-Jurisdictional	0	1	1	3
Appropriate Actions Taken	2	6	33	19
Other	1	2	0	0
<i>Informal Resolution</i>	8	43	26	7
Resolved Informally	8	43	25	7
Other	0	0	1	0
<i>Order</i>	0	0	0	0
Enforcement Order Issued	0	0	0	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Other	0	0	0	0
Open Cases	70	53	72	89

COMPLAINTS DIVISION

MALADMINISTRATION				
	1ST QTR	2ND QTR	3RD QTR	4TH QTR
Inquiries Answered	61	63	52	46
Presentations	1	2	2	1
Cases Carried Forward from Previous Quarter	27	23	21	19
Complaints Received	14	29	31	10
Cases Resolved	18	31	33	18
<i>Assessment/Disposition</i>	14	24	20	7
Non-Jurisdictional [†]	13	23	20	7
Complaint Refused	1	0	0	0
Complaint Withdrawn	0	1	0	0
<i>Early Resolution</i>	1	3	8	7
Successfully Resolved	1	3	7	7
Complaint Withdrawn	0	0	1	0
<i>Investigation</i>	3	4	5	4
Supported	2	3	3	2
Not Supported	0	1	2	1
Successfully Resolved	0	0	0	1
Complaint Withdrawn	1	0	0	0
Open Cases	23	21	19	11

[†]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	4TH QTR
Inquiries Answered	19	12	13	16
Presentations	0	0	1	0
Cases Carried Forward from Previous Quarter	24	28	28	30
Complaints Received	10	11	13	13
Cases Resolved	6	11	11	11
<i>Assessment/Disposition</i>	3	6	8	5
Non-Jurisdictional	1	2	6	1
Investigation Time Barred	1	0	0	2
Investigation Refused (s. 3(2)(g))	0	1	1	2
Complaint Withdrawn	0	1	0	0
Complaint Abandoned	1	2	1	0
Other	0	0	0	0
<i>Informal Resolution</i>	1	0	1	0
Successfully Resolved	1	0	1	0
Other	0	0	0	0
<i>Investigation</i>	2	5	2	6
Supported	0	2	0	2
Not Supported	2	2	1	3
Complaint Withdrawn	0	0	0	0
Complaint Abandoned	0	0	1	1
Other	0	1	0	0
Outstanding Referrals to RCIPS	4	4	9	11
Open OMB Files	24	24	21	21
Total Open Cases	28	28	30	32

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