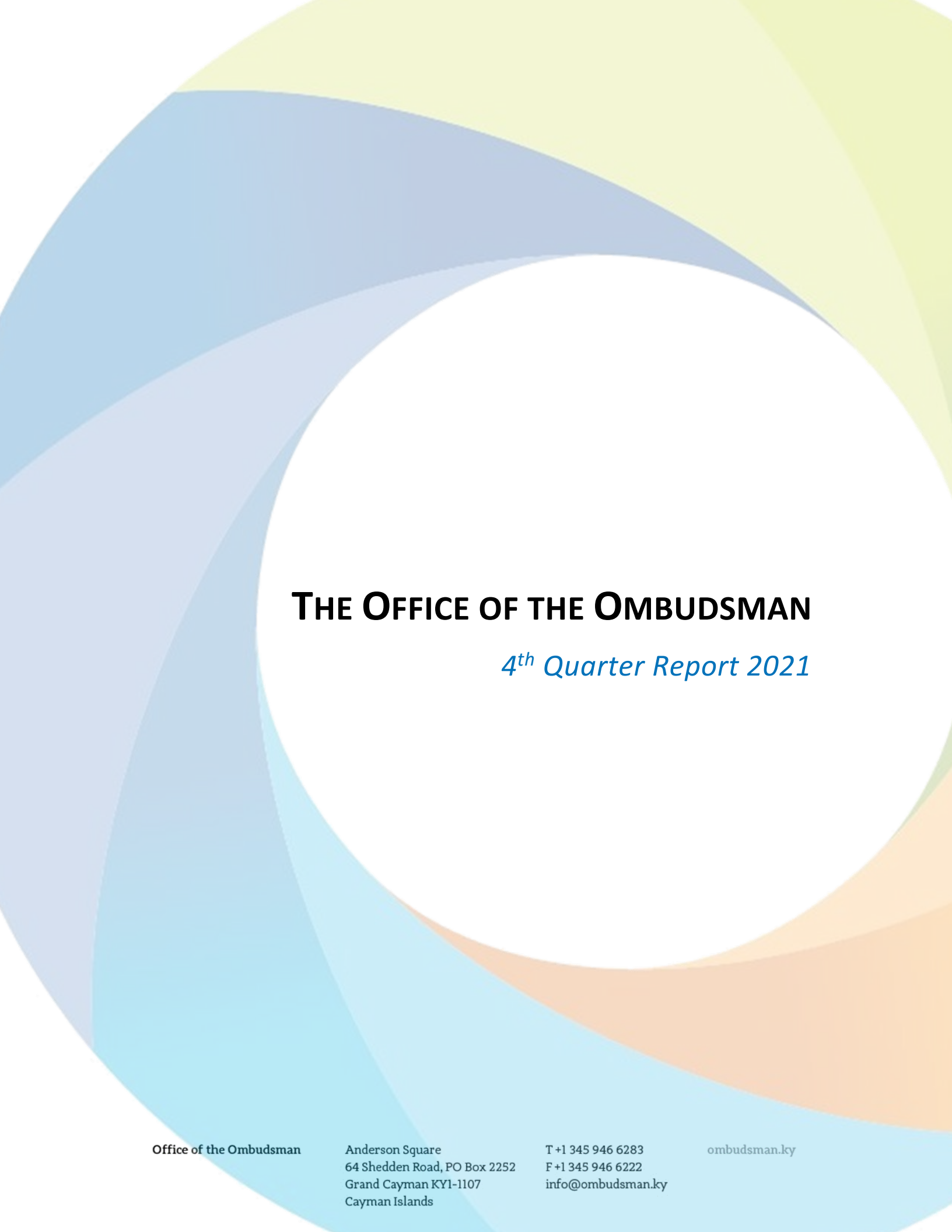


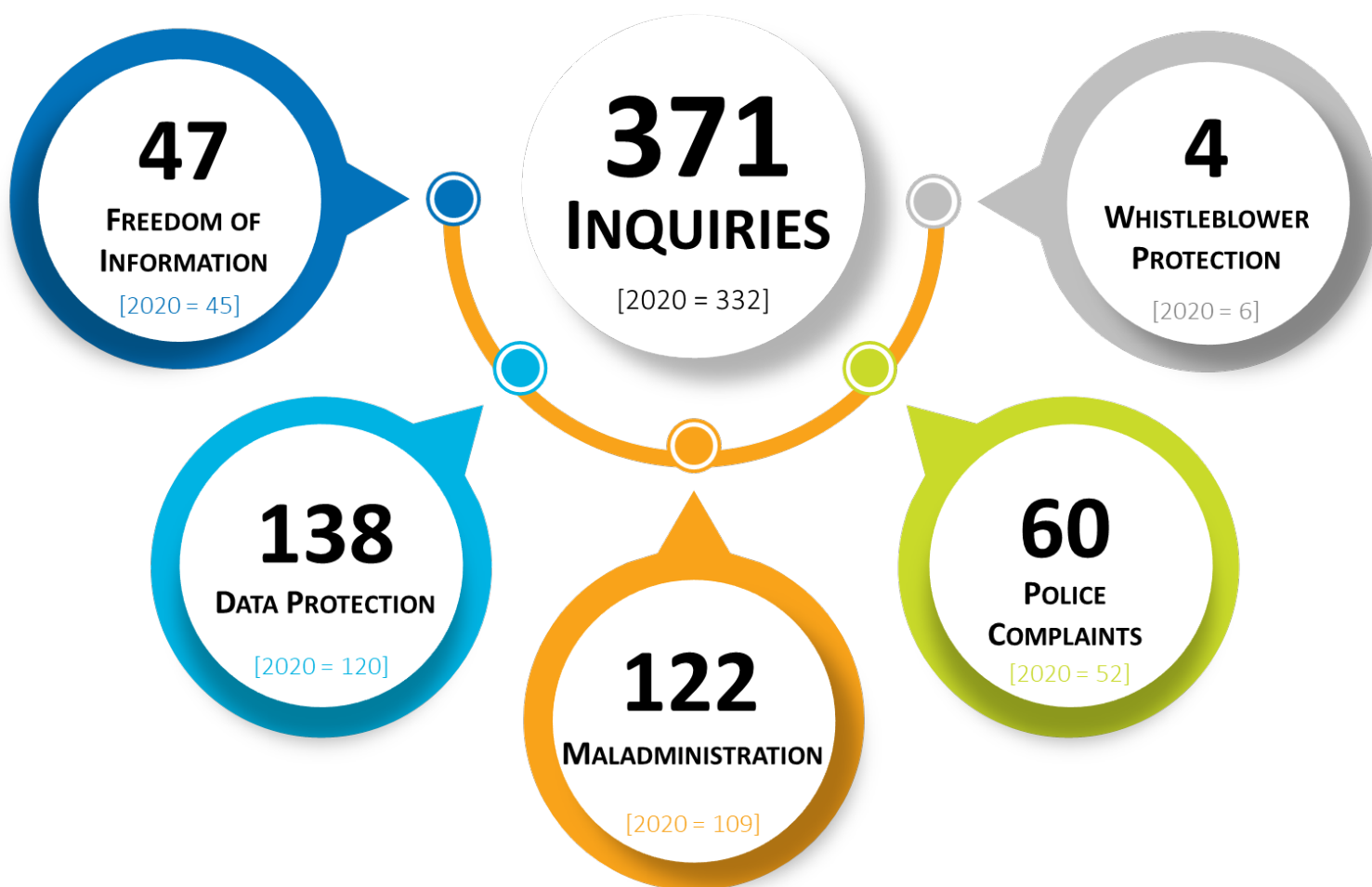


THE OFFICE OF THE OMBUDSMAN

4th Quarter Report 2021

Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2021)



OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2021)

CASES RECEIVED AS AT 31
DECEMBER 2021

FREEDOM OF INFORMATION	31
DATA PROTECTION	131
MALADMINISTRATION	65
POLICE COMPLAINTS	28
WHISTLEBLOWER PROTECTION	2

OPEN CASES AS AT 31 DECEMBER
2021

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

81

[2020 = 60]

257

[2020 = 231]

227

[2020 = 210]

111

[2020 = 81]

CASES CARRIED FORWARD

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

CASES CLOSED AS AT 31 DECEMBER
2021

FREEDOM OF INFORMATION	33
DATA PROTECTION	113
MALADMINISTRATION	53
POLICE COMPLAINTS	27
WHISTLEBLOWER PROTECTION	1

STATISTICS BY DIVISION – 4TH QUARTER

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION				
	1 ST QTR	2 ND QTR	3 RD QTR	4 TH QTR
Inquiries Answered	6	12	17	12
Presentations	2	2	0	0
Cases Carried Forward from Previous Quarter	17	14	14	16
Appeals Received	10	8	8	5
Cases Resolved	13	8	6	6
<i>Assessment/Disposition</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>
Non-Jurisdictional	0	1	0	0
<i>Informal Resolution</i>	<i>11</i>	<i>6</i>	<i>3</i>	<i>6</i>
Partial Disclosure	3	2	1	1
Non-disclosure	2	0	0	0
Full Disclosure	4	4	1	3
Other	2	0	1	2
<i>Decisions</i>	<i>2</i>	<i>1</i>	<i>3</i>	<i>0</i>
Appeal Dismissed	1	0	2	0
Appeal Partially Upheld	0	0	1	0
Appeal Upheld	1	1	0	0
Other	0	0	0	0
Open Cases	14	14	16	15

DATA PROTECTION				
	1 ST QTR	2 ND QTR	3 RD QTR	4 TH QTR
Inquiries Answered	38	35	34	31
Presentations	1	0	3	4

<i>Data Protection – Complaints</i>				
Cases Carried Forward from Previous Quarter	7	8	11	12
Cases Received	4	11	5	10
Cases Resolved	3	8	4	2
Assessment/Disposition	1	1	0	2
Non-Jurisdictional	0	0	0	1
Complaint Refused (s. 43(4))	1	1	0	1
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
Referred to another DP Authority	0	0	0	0
Other	0	0	0	0
Informal Resolution	1	7	2	0
Supported	0	5	2	0
Not Supported	1	2	0	0
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
Order	1	0	2	0
Enforcement Order Issued	1	0	2	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Open Cases	8	11	12	20

<i>Data Protection – Breach Notification</i>				
Cases Carried Forward from Previous Quarter	29	36	38	30
Cases Received	34	29	17	21
Cases Resolved	27	27	25	17
Assessment/Disposition	25	26	21	13
Non-Jurisdictional	0	3	0	3
Appropriate Actions Taken	25	23	21	9
Other	0	0	0	1
Informal Resolution	1	1	4	3
Resolved Informally	1	1	4	3
Order	1	0	0	1
Enforcement Order Issued	1	0	0	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Other	0	0	0	1
Open Cases	36	38	30	34

COMPLAINTS DIVISION

MALADMINISTRATION				
	1 ST QTR	2 ND QTR	3 RD QTR	4 TH QTR
Inquiries Answered	30	25	42	26
Cases Carried Forward from Previous Quarter	11	18	24	23
Complaints Received	17	14	20	14
Cases Resolved	10	8	21	14
<i>Assessment/Disposition</i>	6	2	13	7
Non-Jurisdictional ⁺	6	2	13	7
Complaint Refused	0	0	0	0
Complaint Withdrawn	0	0	0	0
<i>Early Resolution</i>	3	6	7	5
Successfully Resolved	3	6	7	5
Complaint Withdrawn	0	0	0	0
<i>Investigation</i>	1	0	1	2
Supported	0	0	1	0
Not Supported	0	0	0	0
Successfully Resolved	0	0	0	0
Complaint Withdrawn	1	0	0	2
Open Cases	18	24	23	23

⁺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 ST QTR	2 ND QTR	3 RD QTR	4 TH QTR
Inquiries Answered	12	15	15	18
Cases Carried Forward from Previous Quarter	15	16	15	16
Complaints Received	9	4	9	6
Cases Resolved	8	5	8	6
<i>Assessment/Disposition</i>	3	2	2	5
Non-Jurisdictional	1	0	0	1
Investigation Time Barred	0	0	0	1
Investigation Refused (s. 3(2)(g))	0	0	0	0
Complaint Withdrawn	1	1	0	2
Complaint Abandoned	1	1	1	1
Other	0	0	1	0
<i>Informal Resolution</i>	4	2	4	1
Successfully Resolved	4	2	3	1
Other	0	0	1	0
<i>Investigation</i>	1	1	2	0
Supported	1	0	0	0
Not Supported	0	0	1	0
Complaint Withdrawn	0	0	0	0
Complaint Abandoned	0	0	1	0
Other	0	1	0	0
Outstanding Referrals to RCIPS	0	0	0	0
Open OMB Files	16	15	16	16
Open Cases	16	15	16	16

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