



# OFFICE OF THE OMBUDSMAN

*2<sup>nd</sup> Quarter Report 2022*

## 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 – 2<sup>ND</sup> QUARTER

## INFORMATION RIGHTS DIVISION

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

DATA PROTECTION		
	1 <sup>ST</sup> QTR	2 <sup>ND</sup> 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Complaint Withdrawn	0	0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Complaint Withdrawn	0	0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
<b>Open Cases</b>	<b>22</b>	<b>20</b>
<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
<b>Open Cases</b>	<b>41</b>	<b>43</b>

## COMPLAINTS DIVISION

MALADMINISTRATION		
	1 <sup>ST</sup> QTR	2 <sup>ND</sup> QTR
<b>Inquiries Answered</b>	<b>33</b>	<b>62</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>23</b>	<b>24</b>
<b>Complaints Received</b>	<b>7</b>	<b>14</b>
<b>Cases Resolved</b>	<b>6</b>	<b>14</b>
<b><i>Assessment/Disposition</i></b>	<b>1</b>	<b>7</b>
Non-Jurisdictional <sup>+</sup>	1	7
Complaint Refused	0	0
Complaint Withdrawn	0	0
<b><i>Early Resolution</i></b>	<b>2</b>	<b>5</b>
Successfully Resolved	2	5
Complaint Withdrawn	0	0
<b><i>Investigation</i></b>	<b>3</b>	<b>2</b>
Supported	3	2
Not Supported	0	0
Successfully Resolved	0	0
Complaint Withdrawn	0	0
<b>Open Cases</b>	<b>24</b>	<b>24</b>

<sup>+</sup>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	2 <sup>ND</sup> QTR
<b>Inquiries Answered</b>	<b>19</b>	<b>10</b>
<b>Presentations</b>	<b>0</b>	<b>1</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>16</b>	<b>18</b>
<b>Complaints Received</b>	<b>8</b>	<b>15</b>
<b>Cases Resolved</b>	<b>6</b>	<b>10</b>
<b><i>Assessment/Disposition</i></b>	<b>3</b>	<b>7</b>
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
<b><i>Informal Resolution</i></b>	<b>0</b>	<b>2</b>
Successfully Resolved	0	2
Other	0	0
<b><i>Investigation</i></b>	<b>3</b>	<b>1</b>
Supported	2	0
Not Supported	0	1
Complaint Withdrawn	0	0
Complaint Abandoned	1	0
Other	0	0
<b>Outstanding Referrals to RCIPS</b>	<b>0</b>	<b>3</b>
<b>Open OMB Files</b>	<b>18</b>	<b>20</b>
<b>Open Cases</b>	<b>18</b>	<b>23</b>

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