



OFFICE OF THE OMBUDSMAN

3rd Quarter Report 2022

Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 30 SEPTEMBER 2022)



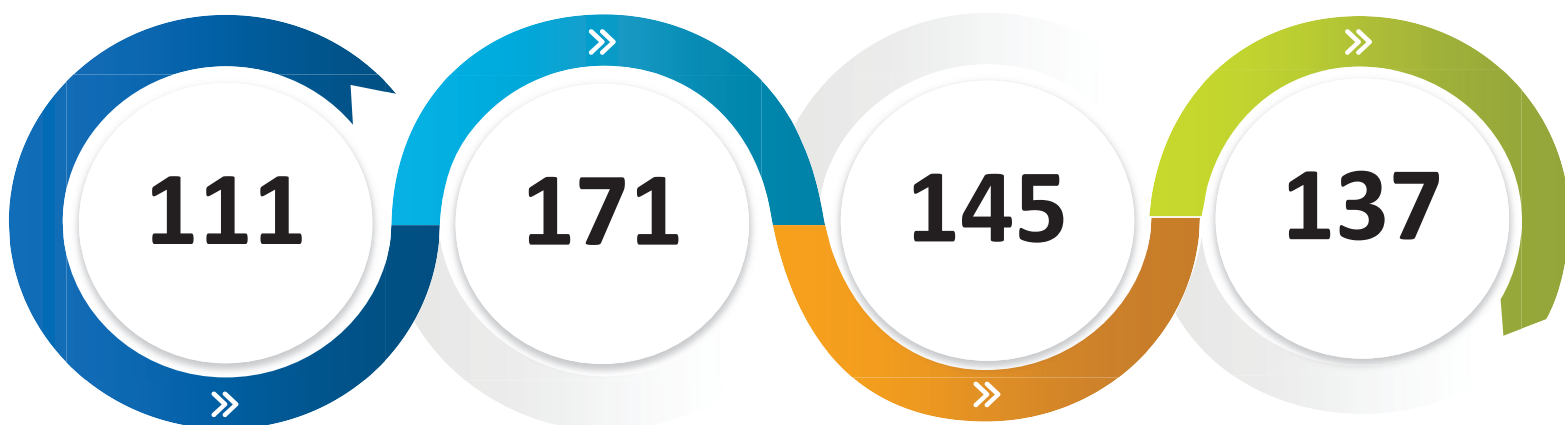
OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 30 SEPTEMBER 2022)

CASES RECEIVED AS AT 30 SEPTEMBER 2022

FREEDOM OF INFORMATION	17
DATA PROTECTION	83
MALADMINISTRATION	35
POLICE COMPLAINTS	33
WHISTLEBLOWER PROTECTION	3

OPEN CASES AS AT 30 SEPTEMBER 2022

FREEDOM OF INFORMATION	15
DATA PROTECTION	67
MALADMINISTRATION	24
POLICE COMPLAINTS	28
WHISTLEBLOWER PROTECTION	3



CASES CARRIED FORWARD

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

CASES CLOSED AS AT 30 SEPTEMBER 2022

FREEDOM OF INFORMATION	17
DATA PROTECTION	70
MALADMINISTRATION	34
POLICE COMPLAINTS	21
WHISTLEBLOWER PROTECTION	3

STATISTICS BY DIVISION – 3RD QUARTER

INFORMATION RIGHTS DIVISION

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

DATA PROTECTION			
	1 ST QTR	2 ND QTR	3 RD QTR
Inquiries Answered	39	26	24
Presentations	0	0	0
<i>Data Protection – Complaints</i>			
Cases Carried Forward from Previous Quarter	20	22	20
Cases Received	7	7	5
Cases Resolved	5	9	5
<i>Assessment/Disposition</i>	0	4	3
Non-Jurisdictional	0	0	0
Complaint Refused (s. 43(4))	0	3	2
Complaint Abandoned	0	0	0
Complaint Withdrawn	0	0	0
Referred to another DP Authority	0	0	0
Other	0	1	1
<i>Informal Resolution</i>	5	4	1
Supported	1	1	1
Not Supported	3	3	0
Complaint Abandoned	0	0	0
Complaint Withdrawn	0	0	0
Other	1	0	0
<i>Order</i>	0	1	1
Enforcement Order Issued	0	0	1
Monetary Order Issued	0	0	0
Enforcement and Monetary Order Issued	0	0	0
Other	0	1	0
Open Cases	22	20	20
<i>Data Protection – Breach Notifications</i>			
Cases Carried Forward from Previous Quarter	34	41	43
Cases Received	20	26	18
Cases Resolved	13	24	14
<i>Assessment/Disposition</i>	11	24	11
Non-Jurisdictional	0	2	0
Appropriate Actions Taken	11	21	10
Other	0	1	1
<i>Informal Resolution</i>	2	0	1
Resolved Informally	2	0	1
<i>Order</i>	0	0	2
Enforcement Order Issued	0	0	1
Monetary Order Issued	0	0	0
Enforcement and Monetary Order Issued	0	0	0
Other			1
Open Cases	41	43	47

COMPLAINTS DIVISION

MALADMINISTRATION			
	1 ST QTR	2 ND QTR	3 RD QTR
Inquiries Answered	33	62	47
Cases Carried Forward from Previous Quarter	23	24	24
Complaints Received	7	14	14
Cases Resolved	6	14	14
<i>Assessment/Disposition</i>	1	7	9
Non-Jurisdictional ⁺	1	7	9
Complaint Refused	0	0	0
Complaint Withdrawn	0	0	0
<i>Early Resolution</i>	2	5	3
Successfully Resolved	2	5	3
Complaint Withdrawn	0	0	0
<i>Investigation</i>	3	2	2
Supported	3	2	2
Not Supported	0	0	0
Successfully Resolved	0	0	0
Complaint Withdrawn	0	0	0
Open Cases	24	24	24

⁺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
Inquiries Answered	19	10	9
Presentations	0	1	0
Cases Carried Forward from Previous Quarter	16	18	23
Complaints Received	8	15	10
Cases Resolved	6	10	5
<i>Assessment/Disposition</i>	3	7	5
Non-Jurisdictional	1	2	1
Investigation Time Barred	1	2	2
Investigation Refused (s. 3(2)(g))	0	2	2
Complaint Withdrawn	0	0	0
Complaint Abandoned	0	1	0
Other	1	0	0
<i>Informal Resolution</i>	0	2	0
Successfully Resolved	0	2	0
Other	0	0	0
<i>Investigation</i>	3	1	0
Supported	2	0	0
Not Supported	0	1	0
Complaint Withdrawn	0	0	0
Complaint Abandoned	1	0	0
Other	0	0	0
Outstanding Referrals to RCIPS	0	3	2
Open OMB Files	18	20	26
Open Cases	18	23	28

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