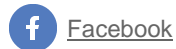


Read about Ombudsman Paul Dubé's 2016-2017 annual report, outreach events and engagements.

[View this email in your browser](#)

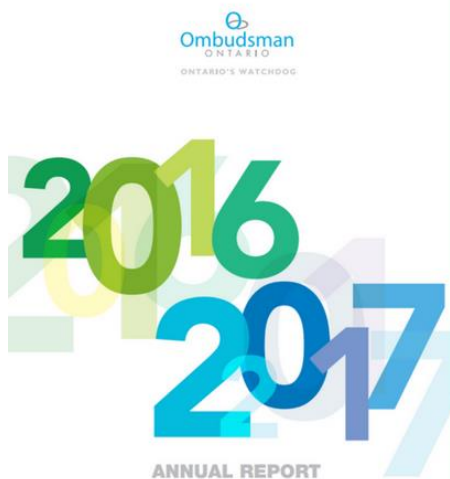


## Ontario Ombudsman Paul Dubé releases 2016-2017 Annual Report

Greater oversight of public sector bodies will improve accountability and services to Ontarians, provided it is consistent and effective, Ontario Ombudsman Paul Dubé noted in his latest [Annual Report](#), released June 27, and marking the first full year of his term and his office's expanded mandate.



The Ombudsman's Office received 21,328 public complaints and inquiries between April 1, 2016 and March 31, 2017. Most complaints were resolved within two weeks or less, without need for formal investigation. Since taking office on April 1, 2016, Mr. Dubé has also launched and reported on several in-depth, systemic investigations, and the government has committed to addressing all 114 of his recommendations to date.



**"Today's report highlights many of these trends, along with our major investigations and the thousands of individual cases we resolved.**

**"But if there is one common theme in what we have heard this year, from stakeholders and citizens alike, it is a thirst for accountability."**

**- Paul Dubé, Ontario Ombudsman**

- [Read the 2016-2017 Annual Report](#)
- [Read the 2016-2017 Annual Report Press Release](#)
- [Read the Ombudsman's Remarks](#)

## In the News

- [It looks like change is finally coming to the Family Responsibility Office](#) (TVO)
- [Ontario ombudsman investigates cases where drivers miss notice of licence suspension](#) (Toronto Star)

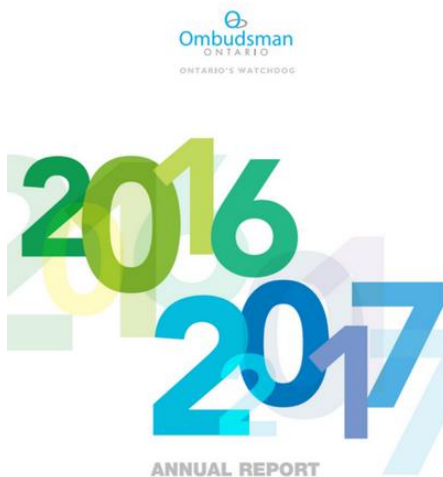
## OMBUDSMAN OUTREACH

On June 9, Ombudsman Paul Dubé addressed the [Ontario Public School Boards' Association's 2017 Annual General Meeting](#) to talk about how he works with school boards to resolve issues. Later in June, the Ombudsman also spoke at [l'Association des juristes d'expression française de l'Ontario](#).



## HERE, THERE, EVERYWHERE

Ombudsman staff were busy in June, attending outreach events like the [Association of Municipal Managers, Clerks and Treasurers of Ontario's Annual General Meeting](#) and the [Canadian Conference on Developmental Disabilities and Autism](#). Counsel also attended the 2017 [Ontario Association of Committees of Adjustment and Consent Authorities'](#) Conference.



### CASE SUMMARY

A woman came to us after the Family Responsibility Office took more than **\$3,500** from her tax refund by mistake and sent it to her ex-husband.

We found the FRO's records were incorrect and despite the woman's repeated attempts to get the money back, FRO had only issued her a partial refund of \$2,000. Once we intervened, **she got back the full \$3,500.**



### CAREERS WITH THE OMBUDSMAN

Are you looking for a challenging and rewarding career? We're hiring Early Resolution Officers, an Articling Student, Counsel and Senior Counsel. [Click here to learn more about what it means to be a part of our Office.](#)

[File a complaint or contact us here](#)

The Ombudsman is an independent officer of the Ontario legislature who conducts oversight of provincial government agencies and municipalities, universities and school boards. Ombudsman Paul Dubé began his

**five-year term on April 1, 2016.**

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