

## OMBUDSMAN ONTARIO

## SUMMARY

The role and responsibilities of the Ombudsman are set out in the Ombudsman Act. The Ombudsman investigates and resolves complaints about the Provincial government, its agencies, boards, commissions or tribunals and recommends corrective action to be taken in those cases where the Ombudsman decides that there is substance to the complaint. These concerns may be raised by individuals or on the Ombudsman's own motion because of some action that has been taken or neglected to be taken by an official, or from some decision or recommendation which is alleged to be unfair, unreasonable or arbitrary.

The Ombudsman is an officer of the Legislature and is independent of both the political process and the bureaucracy. The Ombudsman submits an annual report to the Legislature and can issue special reports as appropriate. To ensure accessibility, six offices are located throughout the province, toll-free numbers are available to the public and corporate communications are designed to inform the public about the Ombudsman's services, with specific emphasis on those sectors of the public least likely to know about such services. All services are free to the public and information received is kept confidential.

2001-02 Estimates	PROGRAMS	Change from 2000-01	2000-01 Estimates	1999-00 Actual
\$		\$	\$	\$
<b>OPERATING</b>				
8,006,300	Ombudsman Ontario Program	(100,500)	8,106,800	7,781,575
8,006,300	<b>Total Operating</b>	(100,500)	8,106,800	7,781,575
8,006,300	<b>&lt; TOTAL OPERATING TO BE VOTED</b>	(100,500)	8,106,800	7,781,575
	ACCOUNTING CLASSIFICATION			
8,006,300	Expenditure	(100,500)	8,106,800	7,781,575

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**OMBUDSMAN ONTARIO PROGRAM :**

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<b>VOTE and item</b>	<b>2001-02 Estimates</b>	<b>PROGRAM AND ACTIVITIES</b>	<b>Change from 2000-01</b>	<b>2000-01 Estimates</b>	<b>1999-00 Actual</b>
	\$		\$	\$	\$
<b>2301</b>		<b>OMBUDSMAN ONTARIO PROGRAM</b>			
<b>OPERATING</b>					
1	8,006,300	The Ombudsman .....	(100,500)	8,106,800	7,781,575
	8,006,300	Total Operating .....	(100,500)	8,106,800	7,781,575
	8,006,300	<b>Amount to be Voted</b> .....	(100,500)	8,106,800	7,781,575

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- NOTES -

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## STANDARD ACCOUNTS CLASSIFICATION

**OPERATING**

The Ombudsman (2301-1)	\$
Salaries and wages .....	5,007,300
Employee benefits .....	776,200
Transportation and communication .....	471,900
Services .....	1,391,900
Supplies and equipment .....	359,000
	<u>8,006,300</u>
Total Operating for Ombudsman Ontario Program	<u>8,006,300</u>

