



Ombudsman ONTARIO

J. Paul Dubé, Ombudsman

Greetings,

It is my great pleasure to send you two hard copies (one English, one French) of my 2024-2025 Annual Report as we mark Ombudsman Ontario's 50th anniversary.

In this milestone year, we helped more people with more issues than ever before. This report reviews key trends in the 30,675 complaints and inquiries we received, including a 55% increase in cases about provincial correctional facilities, and a record 3,908 cases about municipalities. We also saw record or near-record numbers of cases about school boards, post-secondary education and children's services.

In keeping with our 50 years of protecting the rights of Ontarians, this report pays special attention to the rights of vulnerable children and youth, people with disabilities and Ontarians seeking provincial services in French. It also describes progress on our efforts to co-develop an Indigenous Services Plan (pages 8-10), as well as on our strategic plan (p. 11).

We encourage you to read the chapters of the report that relate to the topic areas relevant to your interests. In each chapter, we discuss the most common issues and the types of cases we have resolved. Please feel free to share this information with your colleagues and any other interested parties.

You can find the entire report, media materials and statistics on our website. We would be happy to provide more copies upon request.

Should you have any questions about the report or cases related to your organization, please do not hesitate to contact us. We are also happy to assist you with any general questions about our work. Our staff can be reached via email at info@ombudsman.on.ca.

Sincerely,



Paul Dubé,
Ombudsman of Ontario