

Authorities by Section of the Schedule to the <i>Ombudsperson Act</i>	Open Files as of 01-Apr-2017	Files Received			Files Closed			Open Files as of 31-Mar-2018
		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Ministries	354	678	2261	2939	680	2223	2903	391
Advanced Education, Skills and Training	4	8	18	26	8	18	26	4
Agriculture	0	3	1	4	3	1	4	0
Attorney General	27	78	226	304	78	212	290	41
Children and Family Development	111	163	555	718	163	518	681	148
Citizens' Services	0	12	7	19	12	5	17	2
Education	2	5	10	15	5	10	15	2
Energy, Mines and Petroleum Resources	1	2	7	9	2	4	6	4
Environment and Climate Change Strategy	5	10	14	24	10	14	24	5
Finance	10	25	104	129	25	102	127	12
Forests, Lands, Natural Resource Operations and Rural Development	15	11	32	43	11	33	44	14
Health	47	77	172	249	78	189	267	29
Jobs, Trade and Technology	0	1	5	6	1	4	5	1
Labour	0	14	6	20	14	5	19	1
Mental Health and Addictions	0	0	1	1	0	1	1	0
Municipal Affairs and Housing	10	24	73	97	24	58	82	25
Natural Gas Development*	12	14	21	35	14	33	47	0
Public Safety and Solicitor General	44	84	353	437	85	361	446	35
Small Business and Red Tape Reduction*	1	0	0	0	0	1	1	0
Social Development and Poverty Reduction	53	137	625	762	137	622	759	57
Tourism, Arts and Culture	2	0	0	0	0	2	2	0
Transportation and Infrastructure	10	10	31	41	10	30	40	11
Commissions and Boards	117	176	454	630	176	440	616	130
Agricultural Land Commission	1	2	5	7	2	5	7	1
BC Arts Council	0	0	1	1	0	1	1	0
BC Clinical and Support Services Society	1	0	0	0	0	1	1	0
BC Emergency Health Services	1	6	8	14	6	8	14	1
BC Farm Industry Review Board	1	1	3	4	1	4	5	0
BC Games Society	0	0	1	1	0	1	1	0
BC Review Board	1	1	2	3	1	3	4	0
BC Safety Authority	2	2	9	11	2	6	8	5
BC Securities Commission	3	1	25	26	1	28	29	0
BC Utilities Commission	9	3	5	8	3	5	8	9
British Columbia Unclaimed Property Society	0	0	1	1	0	1	1	0
Civil Resolution Tribunal	1	2	6	8	2	2	4	5
Consumer Protection BC	1	6	2	8	6	1	7	2
Coroners Service	2	1	8	9	1	9	10	1
Emergency Medical Assistants Licensing Board	5	1	1	2	1	5	6	1

* Denotes a ministry disestablished by OIC 213/17 following the 2017 change in government

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Employment Standards Tribunal	1	0	3	3	0	3	3	1
Employment and Assistance Appeal Tribunal	2	0	14	14	0	7	7	8
Environmental Appeal Board	0	0	1	1	0	0	0	1
Financial Institutions Commission	1	1	2	3	1	2	3	1
Forest Practices Board	0	0	1	1	0	0	0	1
Health Professions Review Board	3	2	5	7	2	3	5	5
Human Rights Tribunal	2	9	14	23	9	9	18	7
Industry Training Authority	0	1	1	2	1	1	2	0
Labour Relations Board	1	6	3	9	6	3	9	1
Land Title and Survey Authority	1	1	4	5	1	3	4	2
Legal Services Society	2	5	13	18	5	13	18	2
Medical Services Commission	0	0	2	2	0	1	1	1
Motor Vehicle Sales Authority of BC	1	2	3	5	2	3	5	1
Municipal Pension Board of Trustees	0	2	1	3	2	1	3	0
Office of the BC Container Trucking Commissioner	0	0	1	1	0	0	0	1
Pension Corporation	3	4	6	10	4	8	12	1
Premier's Office	1	2	2	4	2	3	5	0
Property Assessment Appeal Board	1	2	1	3	2	2	4	0
Public Guardian and Trustee	9	19	70	89	19	64	83	15
Public Service Pension Board of Trustees	0	1	2	3	0	2	2	1
Real Estate Council	1	8	10	18	8	9	17	2
Teachers' Pension Board of Trustees	0	0	1	1	0	0	0	1
TransLink (South Coast British Columbia Transportation Authority)	4	1	15	16	1	13	14	6
Workers' Compensation Appeal Tribunal	10	7	20	27	7	18	25	12
Workers' Compensation Board	46	77	182	259	78	192	270	35
Crown Corporations	117	186	620	806	186	637	823	100
BC Assessment	1	3	12	15	3	10	13	3
BC Housing	13	28	84	112	28	90	118	7
BC Hydro and Power Authority	42	38	155	193	38	164	202	33
BC Lottery Corporation	0	1	5	6	1	5	6	0
BC Transit	1	3	7	10	3	8	11	0
British Columbia Railway Company	5	0	0	0	0	5	5	0
Community Living BC	8	3	21	24	3	23	26	6
ICBC	40	109	325	434	109	314	423	51
Royal BC Museum	0	1	0	1	1	0	1	0
Transportation Investment Corporation	7	0	11	11	0	18	18	0
Municipalities	89	109	446	555	112	456	568	76
Bowen Island Municipality	0	0	2	2	0	2	2	0

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
City of Abbotsford	1	1	4	5	1	5	6	0
City of Armstrong	0	0	1	1	0	1	1	0
City of Burnaby	2	1	5	6	1	7	8	0
City of Campbell River	0	0	3	3	0	3	3	0
City of Castlegar	0	1	3	4	1	3	4	0
City of Chilliwack	0	1	11	12	1	9	10	2
City of Colwood	0	1	0	1	1	0	1	0
City of Coquitlam	0	3	4	7	3	4	7	0
City of Courtenay	0	0	2	2	0	1	1	1
City of Cranbrook	4	1	5	6	1	8	9	1
City of Duncan	0	2	1	3	2	1	3	0
City of Fort St. John	0	0	3	3	0	3	3	0
City of Grand Forks	1	1	2	3	2	2	4	0
City of Kamloops	2	3	7	10	3	9	12	0
City of Kelowna	2	3	17	20	4	14	18	4
City of Langford	1	1	0	1	1	1	2	0
City of Maple Ridge	1	2	12	14	2	11	13	2
City of Merritt	0	0	3	3	0	3	3	0
City of Nanaimo	3	4	22	26	5	24	29	0
City of Nelson	1	0	2	2	0	2	2	1
City of New Westminster	1	0	9	9	0	9	9	1
City of North Vancouver	0	1	3	4	1	2	3	1
City of Parksville	0	1	1	2	1	1	2	0
City of Penticton	1	0	10	10	0	9	9	2
City of Pitt Meadows	1	2	11	13	2	12	14	0
City of Port Alberni	0	0	1	1	0	1	1	0
City of Port Coquitlam	0	0	2	2	0	2	2	0
City of Port Moody	0	1	6	7	1	4	5	2
City of Powell River	0	1	2	3	1	1	2	1
City of Prince George	1	3	9	12	3	9	12	1
City of Prince Rupert	2	0	0	0	0	2	2	0
City of Quesnel	1	1	5	6	1	5	6	1
City of Revelstoke	1	0	16	16	0	16	16	1
City of Richmond	1	0	3	3	0	4	4	0
City of Rossland	0	0	1	1	0	1	1	0
City of Salmon Arm	1	0	3	3	0	4	4	0
City of Surrey	5	5	29	34	5	28	33	6
City of Terrace	0	0	3	3	0	3	3	0
City of Trail	0	0	3	3	0	3	3	0

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
City of Vancouver	6	16	39	55	16	34	50	11
City of Vernon	1	2	8	10	2	8	10	1
City of Victoria	1	7	13	20	7	10	17	4
City of West Kelowna	0	0	2	2	0	2	2	0
City of White Rock	2	1	1	2	1	1	2	2
City of Williams Lake	0	0	1	1	0	1	1	0
Corporation of Delta	0	0	2	2	0	2	2	0
District of Central Saanich	1	0	1	1	0	1	1	1
District of Chetwynd	0	0	1	1	0	1	1	0
District of Highlands	0	1	1	2	1	0	1	1
District of Hope	1	0	3	3	0	4	4	0
District of Invermere	1	1	0	1	1	1	2	0
District of Kent	0	0	1	1	0	1	1	0
District of Lake Country	0	5	12	17	5	8	13	4
District of Metchosin	0	0	1	1	0	1	1	0
District of Mission	0	0	2	2	0	2	2	0
District of North Saanich	2	0	0	0	0	0	0	2
District of North Vancouver	2	1	5	6	1	7	8	0
District of Oak Bay	2	3	6	9	3	6	9	2
District of Peachland	0	1	9	10	1	9	10	0
District of Saanich	4	3	15	18	3	15	18	4
District of Sechelt	2	0	2	2	0	3	3	1
District of Sicamous	0	2	2	4	2	2	4	0
District of Sooke	0	2	2	4	2	2	4	0
District of Sparwood	0	0	3	3	0	2	2	1
District of Squamish	2	0	0	0	0	2	2	0
District of Stewart	0	1	2	3	1	2	3	0
District of Summerland	1	1	4	5	1	4	5	1
District of Tofino	0	0	1	1	0	1	1	0
District of Tumbler Ridge	0	0	1	1	0	0	0	1
District of Wells	0	1	3	4	1	2	3	1
Municipality of North Cowichan	0	3	6	9	3	5	8	1
Resort Municipality of Whistler	1	1	3	4	1	4	5	0
Town of Comox	0	0	1	1	0	0	0	1
Town of Creston	0	2	0	2	2	0	2	0
Town of Gibsons	22	0	2	2	0	24	24	0
Town of Golden	0	0	1	1	0	1	1	0
Town of Ladysmith	0	1	3	4	1	3	4	0
Town of Lake Cowichan	1	0	3	3	0	3	3	1

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Town of Osoyoos	0	1	1	2	1	1	2	0
Town of Port McNeill	0	1	0	1	1	0	1	0
Town of Princeton	0	1	0	1	1	0	1	0
Town of Qualicum Beach	0	0	1	1	0	1	1	0
Town of Sidney	0	0	4	4	0	4	4	0
Town of View Royal	0	0	1	1	0	1	1	0
Township of Esquimalt	0	1	3	4	1	3	4	0
Township of Langley	0	2	9	11	2	6	8	3
Township of Spallumcheen	0	1	3	4	1	1	2	2
Village of Alert Bay	0	0	1	1	0	1	1	0
Village of Anmore	0	1	1	2	1	0	1	1
Village of Belcarra	0	0	2	2	0	2	2	0
Village of Canal Flats	1	0	2	2	0	3	3	0
Village of Chase	0	0	2	2	0	1	1	1
Village of Cumberland	0	0	2	2	0	2	2	0
Village of Gold River	0	0	2	2	0	2	2	0
Village of Harrison Hot Springs	1	1	5	6	1	6	7	0
Village of Keremeos	1	0	0	0	0	1	1	0
Village of Lumby	0	0	1	1	0	0	0	1
Village of McBride	0	1	1	2	1	1	2	0
Village of Midway	0	0	1	1	0	1	1	0
Village of Montrose	0	0	1	1	0	1	1	0
Village of Nakusp	0	0	1	1	0	1	1	0
Village of New Denver	1	0	0	0	0	1	1	0
Village of Pemberton	0	0	1	1	0	1	1	0
Village of Port Alice	0	4	1	5	4	1	5	0
Village of Port Clements	0	0	1	1	0	1	1	0
Village of Pouce Coupe	0	0	1	1	0	1	1	0
Village of Salmo	0	0	7	7	0	6	6	1
Village of Tahsis	0	0	1	1	0	1	1	0
Village of Valemount	0	0	2	2	0	2	2	0
Regional Districts	15	16	95	111	16	93	109	17
Alberni-Clayoquot Regional District	0	0	2	2	0	2	2	0
Capital Regional District	0	1	12	13	1	11	12	1
Cariboo Regional District	0	1	1	2	1	1	2	0
Columbia-Shuswap Regional District	0	1	7	8	1	7	8	0
Comox Valley Regional District	0	0	1	1	0	1	1	0
Cowichan Valley Regional District	0	1	3	4	1	3	4	0
Fraser Valley Regional District	0	1	7	8	1	5	6	2

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Metro Vancouver	0	1	2	3	1	2	3	0
Peace River Regional District	0	0	2	2	0	0	0	2
Regional District Okanagan-Similkameen	0	2	12	14	2	11	13	1
Regional District of Central Kootenay	3	1	6	7	1	6	7	3
Regional District of Central Okanagan	1	2	13	15	2	12	14	2
Regional District of East Kootenay	2	0	6	6	0	6	6	2
Regional District of Kitimat-Stikine	0	0	1	1	0	1	1	0
Regional District of Kootenay Boundary	0	0	1	1	0	1	1	0
Regional District of Mount Waddington	1	0	0	0	0	1	1	0
Regional District of Nanaimo	2	0	7	7	0	9	9	0
Regional District of North Okanagan	0	2	5	7	2	3	5	2
Strathcona Regional District	0	1	0	1	1	0	1	0
Sunshine Coast Regional District	2	0	0	0	0	2	2	0
Thompson-Nicola Regional District	4	1	5	6	1	9	10	0
qathet Regional District	0	1	2	3	1	0	1	2
Islands Trust	0	1	6	7	1	5	6	1
Improvement Districts	4	0	9	9	0	10	10	3
Cherry Creek Waterworks District	0	0	1	1	0	1	1	0
Dewdney Area Improvement District	0	0	1	1	0	0	0	1
Nasookin Improvement District	1	0	0	0	0	1	1	0
North Saltspring Waterworks District	0	0	1	1	0	1	1	0
Qualicum Bay-Horne Lake Waterworks District	0	0	1	1	0	1	1	0
Saltspring Island Fire Protection District	0	0	1	1	0	1	1	0
Spences Bridge Improvement District	1	0	1	1	0	2	2	0
Union Bay Improvement District	2	0	3	3	0	3	3	2
Libraries	0	0	2	2	0	1	1	1
Cariboo Library Network	0	0	1	1	0	1	1	0
Greater Victoria Public Library	0	0	1	1	0	0	0	1
Parks Boards	2	3	5	8	3	6	9	1
Cultus Lake Park Board	2	2	2	4	2	4	6	0
Vancouver Park Board	0	1	3	4	1	2	3	1
Schools and School Boards	23	25	81	106	25	72	97	32
School District 05 (Southeast Kootenay)	1	0	2	2	0	3	3	0
School District 06 (Rocky Mountain)	0	0	3	3	0	2	2	1
School District 08 (Kootenay Lake)	0	0	1	1	0	0	0	1
School District 20 (Kootenay-Columbia)	0	0	1	1	0	1	1	0
School District 22 (Vernon)	0	0	2	2	0	2	2	0
School District 23 (Central Okanagan)	0	0	4	4	0	3	3	1

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
School District 27 (Cariboo-Chilcotin)	3	0	1	1	0	4	4	0
School District 33 (Chilliwack)	0	0	3	3	0	3	3	0
School District 34 (Abbotsford)	0	2	3	5	2	3	5	0
School District 35 (Langley)	1	2	2	4	2	1	3	2
School District 36 (Surrey)	0	3	6	9	3	5	8	1
School District 37 (Delta)	0	0	3	3	0	2	2	1
School District 38 (Richmond)	1	0	2	2	0	2	2	1
School District 39 (Vancouver)	3	1	5	6	1	5	6	3
School District 40 (New Westminster)	2	0	3	3	0	2	2	3
School District 41 (Burnaby)	0	1	1	2	1	1	2	0
School District 43 (Coquitlam)	0	1	3	4	1	3	4	0
School District 44 (North Vancouver)	1	1	2	3	1	1	2	2
School District 46 (Sunshine Coast)	0	2	0	2	2	0	2	0
School District 50 (Haida Gwaii)	2	0	1	1	0	1	1	2
School District 53 (Okanagan Similkameen)	0	1	1	2	1	1	2	0
School District 54 (Bulkley Valley)	0	0	3	3	0	1	1	2
School District 57 (Prince George)	1	0	0	0	0	1	1	0
School District 58 (Nicola-Similkameen)	1	0	0	0	0	1	1	0
School District 59 (Peace River South)	0	2	0	2	2	0	2	0
School District 61 (Greater Victoria)	0	3	5	8	3	4	7	1
School District 62 (Sooke)	0	2	3	5	2	2	4	1
School District 63 (Saanich)	0	0	1	1	0	1	1	0
School District 67 (Okanagan Skaha)	1	0	0	0	0	0	0	1
School District 68 (Nanaimo-Ladysmith)	0	2	6	8	2	4	6	2
School District 69 (Qualicum)	1	0	4	4	0	4	4	1
School District 71 (Comox Valley)	1	0	0	0	0	0	0	1
School District 72 (Campbell River)	2	0	0	0	0	2	2	0
School District 73 (Kamloops/Thompson)	0	0	3	3	0	2	2	1
School District 74 (Gold Trail)	0	0	1	1	0	0	0	1
School District 78 (Fraser-Cascade)	1	0	0	0	0	0	0	1
School District 79 (Cowichan Valley)	0	1	1	2	1	0	1	1
School District 82 (Coast Mountains)	0	0	3	3	0	2	2	1
School District 83 (North Okanagan-Shuswap)	0	1	2	3	1	2	3	0
School District 93 (Conseil Scolaire Francophone)	1	0	0	0	0	1	1	0
Universities	7	12	25	37	12	22	34	10
Capilano University	0	1	2	3	1	2	3	0
Emily Carr University	0	0	1	1	0	1	1	0
Kwantlen Polytechnic University	0	0	3	3	0	1	1	2
Royal Roads University	1	0	1	1	0	2	2	0

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Simon Fraser University	1	0	0	0	0	1	1	0
Thompson Rivers University	0	2	6	8	2	4	6	2
University of British Columbia	2	4	4	8	4	4	8	2
University of Northern BC	1	3	2	5	3	3	6	0
University of Victoria	0	1	3	4	1	1	2	2
University of the Fraser Valley	2	1	0	1	1	1	2	1
Vancouver Island University	0	0	3	3	0	2	2	1
Colleges	6	13	20	33	13	21	34	5
BC Institute of Technology	1	5	8	13	5	8	13	1
Camosun College	1	1	2	3	1	2	3	1
Coast Mountain College	0	1	0	1	1	0	1	0
College of New Caledonia	1	0	1	1	0	2	2	0
College of the Rockies	1	0	1	1	0	2	2	0
Douglas College	2	3	4	7	3	4	7	2
Langara College	0	1	1	2	1	1	2	0
Northern Lights College	0	1	0	1	1	0	1	0
Selkirk College	0	1	1	2	1	0	1	1
Vancouver Community College	0	0	2	2	0	2	2	0
Professional Associations	23	39	89	128	40	84	124	27
Association of Professional Engineers and Geoscientists	0	1	2	3	1	0	1	2
British Columbia College of Social Workers	1	0	2	2	0	1	1	2
Chartered Professional Accountants of British Columbia	5	0	5	5	0	5	5	5
College of Dental Surgeons of BC	0	4	4	8	4	2	6	2
College of Massage Therapists of BC	0	1	0	1	1	0	1	0
College of Pharmacists of BC	0	0	1	1	0	1	1	0
College of Physical Therapists of BC	0	0	3	3	0	3	3	0
College of Physicians and Surgeons of BC	4	11	7	18	12	10	22	0
College of Psychologists of BC	0	1	1	2	1	1	2	0
College of Registered Nurses of British Columbia	1	1	6	7	1	6	7	1
College of Registered Psychiatric Nurses of BC	0	0	1	1	0	1	1	0
College of Speech and Hearing Health Professionals of BC	0	1	1	2	1	1	2	0
College of Traditional Chinese Medicine Practitioners & Acupuncturists of BC	0	2	0	2	2	0	2	0
College of Veterinarians of BC	1	3	5	8	3	4	7	2
Law Society of British Columbia	10	14	50	64	14	48	62	12
Society of Notaries Public	1	0	1	1	0	1	1	1
Health Authorities	70	135	376	511	135	400	535	48
Fraser Health	17	34	84	118	34	98	132	3
Interior Health	4	23	65	88	23	63	86	5

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		Enquiries	Complaints	Total	Enquiries	Complaints	Total	
Island Health	30	33	89	122	33	105	138	15
Northern Health	2	10	18	28	10	20	30	0
Provincial Health Services Authority	4	11	66	77	11	58	69	12
Vancouver Coastal Health	13	24	54	78	24	56	80	13
JURISDICTIONAL TOTALS	827	1393	4489	5882	1399	4470	5869	842
NON-JURISDICTIONAL TOTALS	5	396	2122	2518	396	2127	2523	0
ALL FILES	832	1789	6611	8400	1795	6597	8392	842