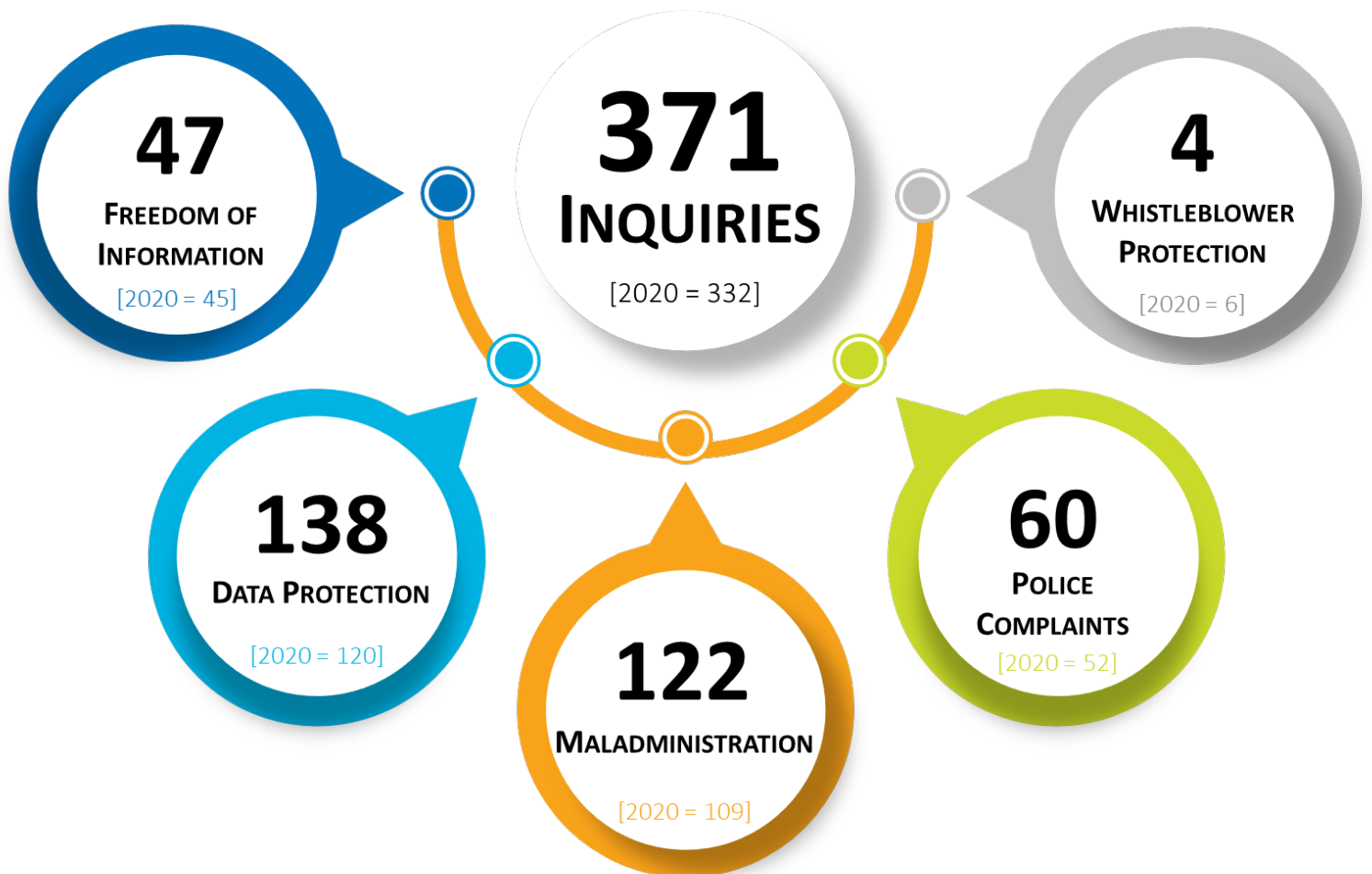


THE OFFICE OF THE OMBUDSMAN

4th Quarter Report 2021

Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2021)



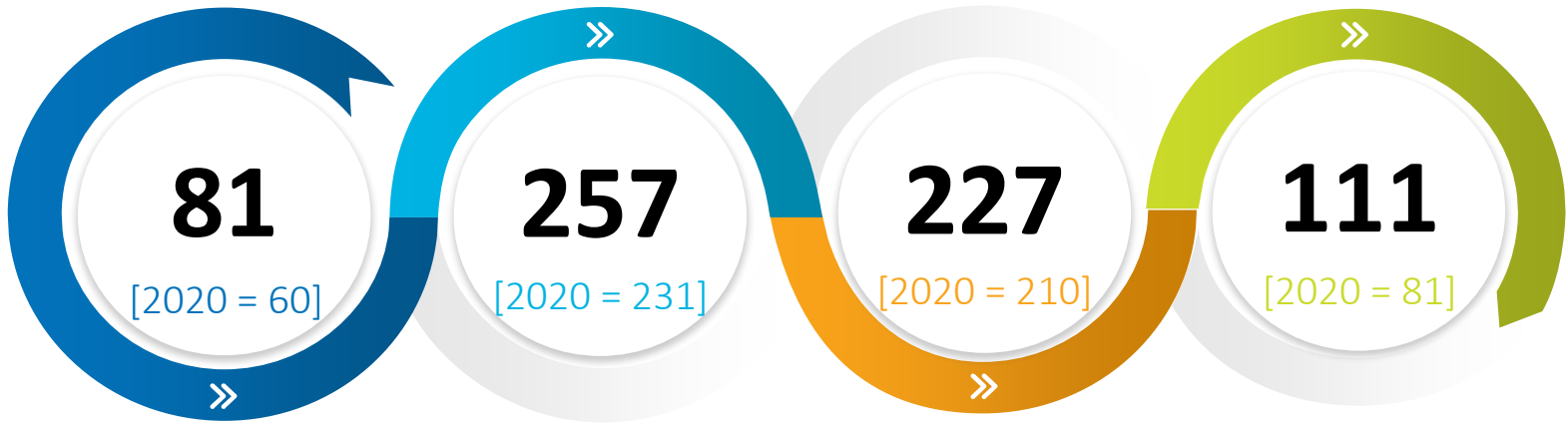
OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2021)

CASES RECEIVED AS AT 31
DECEMBER 2021

FREEDOM OF INFORMATION	31
DATA PROTECTION	131
MALADMINISTRATION	65
POLICE COMPLAINTS	28
WHISTLEBLOWER PROTECTION	2

OPEN CASES AS AT 31 DECEMBER
2021

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



CASES CARRIED FORWARD

FREEDOM OF INFORMATION	17
DATA PROTECTION	36
MALADMINISTRATION	11
POLICE COMPLAINTS	15
WHISTLEBLOWER PROTECTION	2

CASES CLOSED AS AT 31 DECEMBER
2021

FREEDOM OF INFORMATION	33
DATA PROTECTION	113
MALADMINISTRATION	53
POLICE COMPLAINTS	27
WHISTLEBLOWER PROTECTION	1

STATISTICS BY DIVISION – 4TH QUARTER

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION				
	1 ST QTR	2 ND QTR	3 RD QTR	4 TH QTR
Inquiries Answered	6	12	17	12
Presentations	2	2	0	0
Cases Carried Forward from Previous Quarter	17	14	14	16
Appeals Received	10	8	8	5
Cases Resolved	13	8	6	6
<i>Assessment/Disposition</i>	0	1	0	0
Non-Jurisdictional	0	1	0	0
<i>Informal Resolution</i>	11	6	3	6
Partial Disclosure	3	2	1	1
Non-disclosure	2	0	0	0
Full Disclosure	4	4	1	3
Other	2	0	1	2
<i>Decisions</i>	2	1	3	0
Appeal Dismissed	1	0	2	0
Appeal Partially Upheld	0	0	1	0
Appeal Upheld	1	1	0	0
Other	0	0	0	0
Open Cases	14	14	16	15

DATA PROTECTION				
	1ST QTR	2ND QTR	3RD QTR	4TH QTR
Inquiries Answered	38	35	34	31
Presentations	1	0	3	4

Data Protection – Complaints				
Cases Carried Forward from Previous Quarter	7	8	11	12
Cases Received	4	11	5	10
Cases Resolved	3	8	4	2
Assessment/Disposition	1	1	0	2
Non-Jurisdictional	0	0	0	1
Complaint Refused (s. 43(4))	1	1	0	1
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
Referred to another DP Authority	0	0	0	0
Other	0	0	0	0
Informal Resolution	1	7	2	0
Supported	0	5	2	0
Not Supported	1	2	0	0
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
Order	1	0	2	0
Enforcement Order Issued	1	0	2	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Open Cases	8	11	12	20

Data Protection – Breach Notification				
Cases Carried Forward from Previous Quarter	29	36	38	30
Cases Received	34	29	17	21
Cases Resolved	27	27	25	17
Assessment/Disposition	25	26	21	13
Non-Jurisdictional	0	3	0	3
Appropriate Actions Taken	25	23	21	9
Other	0	0	0	1
Informal Resolution	1	1	4	3
Resolved Informally	1	1	4	3
Order	1	0	0	1
Enforcement Order Issued	1	0	0	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Other	0	0	0	1
Open Cases	36	38	30	34

COMPLAINTS DIVISION

MALADMINISTRATION				
	1ST QTR	2ND QTR	3RD QTR	4TH QTR
Inquiries Answered	30	25	42	26
Cases Carried Forward from Previous Quarter	11	18	24	23
Complaints Received	17	14	20	14
Cases Resolved	10	8	21	14
<i>Assessment/Disposition</i>	6	2	13	7
Non-Jurisdictional [†]	6	2	13	7
Complaint Refused	0	0	0	0
Complaint Withdrawn	0	0	0	0
<i>Early Resolution</i>	3	6	7	5
Successfully Resolved	3	6	7	5
Complaint Withdrawn	0	0	0	0
<i>Investigation</i>	1	0	1	2
Supported	0	0	1	0
Not Supported	0	0	0	0
Successfully Resolved	0	0	0	0
Complaint Withdrawn	1	0	0	2
Open Cases	18	24	23	23

[†]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				
	1ST QTR	2ND QTR	3RD QTR	4TH QTR
Inquiries Answered	12	15	15	18
Cases Carried Forward from Previous Quarter	15	16	15	16
Complaints Received	9	4	9	6
Cases Resolved	8	5	8	6
<i>Assessment/Disposition</i>	3	2	2	5
Non-Jurisdictional	1	0	0	1
Investigation Time Barred	0	0	0	1
Investigation Refused (s. 3(2)(g))	0	0	0	0
Complaint Withdrawn	1	1	0	2
Complaint Abandoned	1	1	1	1
Other	0	0	1	0
<i>Informal Resolution</i>	4	2	4	1
Successfully Resolved	4	2	3	1
Other	0	0	1	0
<i>Investigation</i>	1	1	2	0
Supported	1	0	0	0
Not Supported	0	0	1	0
Complaint Withdrawn	0	0	0	0
Complaint Abandoned	0	0	1	0
Other	0	1	0	0
Outstanding Referrals to RCIPS	0	0	0	0
Open OMB Files	16	15	16	16
Open Cases	16	15	16	16

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