



**Ombudsman**  
ONTARIO

J. Paul Dubé, Ombudsman

Greetings,

I am pleased to send you two hard copies of my latest Annual Report (one English, one French). This report covers the 2023-2024 fiscal year and reflects on record and near-record complaints in several areas, including those focused on the rights of vulnerable children, people with disabilities, inmates and Ontarians seeking services in French.

We received 27,030 cases – complaints and inquiries – in fiscal 2023-2024, and resolved 57% of them in two weeks or less. The near-record case volume is up 10% from the previous year.

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](mailto:info@ombudsman.on.ca).

Sincerely,



Paul Dubé,  
Ombudsman of Ontario

483 Bay Street, 10<sup>th</sup> Floor, South Tower / 483, rue Bay, 10<sup>e</sup> étage, Tour sud  
Toronto, ON M5G 2C9

Tel./Tél. : 416-586-3300 Facsimile/Télécopieur : 416-586-3485 TTY/ATS : 1-866-411-4211

[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

Facebook : [facebook.com/OntarioOmbudsman](https://facebook.com/OntarioOmbudsman) Twitter : [twitter.com/Ont\\_Ombudsman](https://twitter.com/Ont_Ombudsman) YouTube : [youtube.com/OntarioOmbudsman](https://youtube.com/OntarioOmbudsman)

