



OMBUDSMAN ^{NB.}
^{N.-B.}
LISTEN . REVIEW . RESPOND . ÉCOUTER . ÉTUDIER . CLARIFIER .

Annual Report 2012 - 2013



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May 18th, 2016

Mr. Donald J. Forestell
Clerk
Legislative Assembly
Province of New Brunswick
Fredericton, NB

Sir:

Pursuant to Subsection 25(1) of the *Ombudsman Act*, Section 36 of the *Civil Service Act* and Section 30 of the *Public Interest Disclosure Act*, I have the honour to present the Forty-fifth Annual Report of the Ombudsman for the period of April 1, 2012 to March 31, 2013.

Respectfully submitted,

Charles Murray

Ombudsman



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Table of Contents

Message from the Ombudsman	4
Statutory Responsibilities	5
Office of the Ombudsman Goals	5
The Ombudsman	6
Performance Indicators	7
Sample Case Summaries	8
Office Financial Information	10
Staff Members	10
<i>Ombudsman Act</i>	11
Correctional Institutions	12
<i>Civil Service Act</i>	13
<i>Public Interest Disclosure Act</i>	15
Statistics 2012-2013	17
Types of Complaints	18
Outcome of Complaints by Department	26
Charts	27



Message from the Ombudsman

As part of the cycle of reporting, I have the unusual task of compiling and commenting upon an Annual Report which details activities before my term as Ombudsman began. As a consequence, I shall make my remarks brief and forward-looking.

In my short time in the office, I have been impressed by the diligence and commitment of the entire team of the Office of the Ombudsman. I shall single out both Francois Levert and Jennifer Murray, who during this past year both served the province as Interim Ombuds.

Naturally, after the tenure of Bernard Richard, the Office of the Ombudsman has been undergoing a time of transition. The separation of the functions of the Office of the Child and Youth Advocate has created new opportunities and also new challenges, most specifically on the budgetary side.

Amongst my strategic goals for the office has been to modernize and increase our avenues of connection with New Brunswickers. I realize that many people are not aware of the work we do, and to that end we have an obligation to educate as to our core mission of promoting fairness.

Although it was not undertaken in the year of this report, I have taken the opportunity to utilize our updated logo in this report. As part of our green initiative, we will also be minimizing printed copies of this report and maximizing its distribution electronically.

I welcome feedback on both the content and presentation of our Annual Reports, as well as our work overall. I look forward to dialogue with both legislators and citizens as to how we can best serve our wonderful province.



Charles Murray

Ombudsman



Statutory Responsibilities

The Office of the Ombudsman in New Brunswick has a broad legislated jurisdiction under the *Ombudsman Act*, as well as significant compliance and administrative responsibility and fairness in the public sector.

The Office of the Ombudsman currently has responsibilities under four Statutes.

1. *Ombudsman Act*
2. *Civil Service Act*
3. *Archives Act*
4. *Public Interest Disclosure Act*

Office of the Ombudsman Goals

The Office of the Ombudsman is committed to the following goals:

1. To conduct independent, confidential investigations to resolve complaints.
2. To provide efficient, effective and accessible services to the public within the framework of the human and fiscal resources provided.
3. To review policies, procedures, legislation and regulations to resolve existing complaints and, where applicable, to recommend changes to improve administrative practices.
4. To initiate reviews and investigations on the Ombudsman's own motion, when appropriate, to ensure fairness in the delivery of public services to every New Brunswick resident.



The Ombudsman

The Ombudsman is an Officer of the Legislative Assembly and is independent of government.

The *Ombudsman Act* provides the authority to investigate complaints into any matter of administration. In accordance with the *Act*, all investigations are carried out in a confidential manner and information is only divulged where necessary in furtherance of the investigation. Accordingly, all files of the Office of the Ombudsman are confidential.

What we can do



The Ombudsman and his staff investigate complaints against:

- Provincial government departments
- School districts
- Regional health authorities
- Municipalities
- Crown agencies
- Other agencies responsible to the Province including:
 - Commissions
 - Boards and corporations
 - Or any other public authority as defined under the *Ombudsman Act*.

What we can't do



The Ombudsman and his staff do NOT have authority to investigate complaints concerning:

- The federal government
- Private companies and individuals
- Judges and functions of any court
- Deliberations and proceedings of the Executive Council or any committee thereof.



Performance Indicators

The Office of the Ombudsman measures its performance in delivering the various legislated services through a number of indicators.

Supporting our central mission

INDICATOR

The Office of the Ombudsman has one central mission: to ensure that all New Brunswick citizens are treated with administrative fairness by government and its agencies. Under the *Ombudsman Act*, the Office of the Ombudsman strives to guarantee that individuals are served in a consistent, fair and reasonable manner by New Brunswick Government organizations.

RESULT

Our central mission is communicated through various public and government employee education activities and speaking opportunities by the Ombudsman and staff, and are reinforced through the office's web page, printed material, and our Annual Report.

Providing service in an effective and efficient manner

INDICATOR

The Office of the Ombudsman ensures its staff members are properly trained and up to date on current events and challenges by providing the following:

- Internal training provided to new staff members
- External training sessions
- Regular staff meetings
- Reference tools such as newspapers, books, various contact numbers, websites and policies
- Sharing knowledge, training and experience within the Office
- Continued self-training is expected in such areas as:
 - The authorities with which they interact
 - Relevant law and regulation related to those authorities
 - *Ombudsman Act*
 - Investigative skills, techniques and technologies

RESULT

The Office of the Ombudsman staff members are able to address clients' concerns in a professional, knowledgeable, reliable, and timely manner.



Sample Case Summaries

WorkSafe NB

STILL WAITING

Since November of 2009 the Office of the Ombudsman has been raising concerns with WorkSafe NB regarding their interpretation of subsection 38.11(9) of the *Workers' Compensation Act*. WorkSafeNB argued all the way to the Court of Appeal that they should be allowed to deduct Canada Pension Plan and other retirement benefits from an applicant's compensation. In 2011 the Office of the Ombudsman recommended that WorkSafe NB discontinue its policy of deducting pension benefits that are not in respect of the injury or recurrence of the injury in question from applicants' compensation under the Workers' Compensation Act. On April 5, 2012 the Court of Appeal determined that the Appeals Tribunal was

correct in its determination that compensation benefits should be unaffected by the CPP retirement benefits received by injured workers. WorkSafe NB was slow to adopt the ruling and only discontinued its practice of deducting CPP retirement benefits from a workers compensation, even though the same theory and interpretation would apply to all retirement benefits. While WorkSafe NB has been encouraged by the Office of the Ombudsman and others to adopt the intent and spirit of the Court of Appeals decision.



Social Development

BEING PRACTICAL

A social assistance recipient who had a customized vehicle due to a physical disability was informed he had to sell it or his social assistance would be terminated. However, as the ultimate goal is to assist individuals in finding work, having the recipient sell a vehicle that is customized to allow him the mobility to find and be transported to work, is contrary to the ultimate goal. Social Development agreed with our office and the recipient was not required to sell his vehicle.



Public Safety

BEING INFORMED

An inmate had received a punishment which consisted of the loss of two days of the possible reduction of his custodial sentence in a correctional institution. In such occurrence, the institution has a form which is to be signed by both the inmate and staff member. Directly above the signature line on the form it states the inmate has a right to appeal the superintendent's decision to another level.



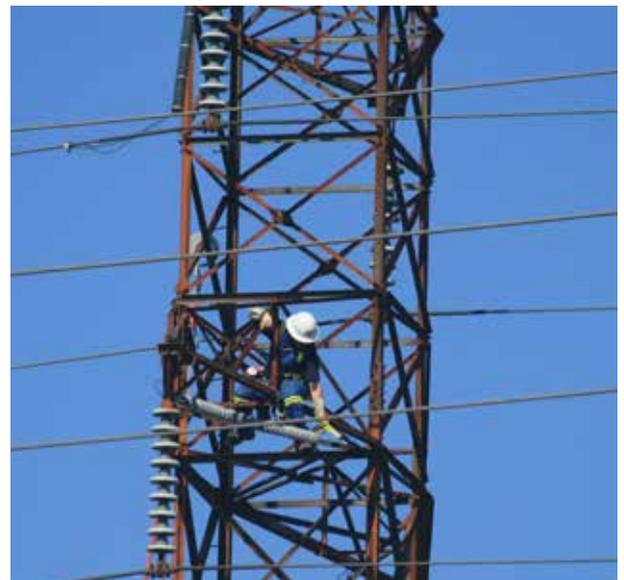
In this case our investigation revealed that the inmate did not sign the form and it could not be proven that he was told of his appeal right. After verifying the proper procedure with the Department of Public Safety, the inmate was properly instructed on the next steps to follow to appeal the punishment. When the

client appealed the decision, it was overturned and he did gain his days back. Furthermore, this case was used as an opportunity for the Department of Public Safety to remind staff of the proper procedure when dealing with documenting discipline administered in correctional institutions.

NB Power

HELPING TO EDUCATE

An NB Power client was informed that they would be disconnected if they did not pay \$400 owing. Our office worked with NB Power and the client to make a payment schedule that the client said they could follow. NB Power agreed with the payment plan and cancelled the disconnection call. We took the opportunity to inform the client that they need to stay in contact with NB Power and make arrangements in order not to find themselves in the same situation in the future. If individuals make efforts and service providers recognize this, it can be easier for everyone to negotiate new agreements in times of need.



WorkSafe NB

DELAY

A worker had appealed a decision of WorkSafeNB regarding her claim for compensation. She was successful in her appeal. It took two months for WorkSafe NB to send her a cheque notifying her of the amount that she was owed. A month after that she telephoned our office as she had still not received what was owed to her. Our office contacted WorkSafe NB and the individual received her payment within the week.



Office Financial Information

	Budget (\$)	Actual (\$)
Personal Services	724,200	668,292.50
Other Services	95,500	56,598.97
Materials and Supplies	15,250	3,324.56
Property and Equipment	8,050	4,798.22
TOTAL	843,000	733,014.23

Staff Members

NAME

WORK TITLE

Barton, Erin	Receptionist
Bélanger-Brown, Isabelle	Investigator
Cronkhite, Amy	Intake Officer/Corporate Coordinator
Dickison, Julie	Administrative Assistant/Corporate Officer
Guérette, Jessica	Investigator
Levert, François	Acting Ombudsman
Levesque, Marie-Josée	Investigator
Murray, Jennifer	Acting Legal Counsel
Savoie, Robert	Investigator
Walker, Alicia	Investigator



Ombudsman Act

Under the *Ombudsman Act*, the Office of the Ombudsman conducts independent and confidential investigations into complaints from individuals regarding administrative matters involving provincial government departments and other related organizations such as school districts, regional health authorities and municipalities.

In 1967, the Government of New Brunswick introduced legislation creating the Office of the Ombudsman. The Ombudsman is an independent officer of the Legislative Assembly with a mandate under the New Brunswick *Ombudsman Act* to conduct independent investigations into the delivery of public services by government officials.

2012-2013 STATISTICS

The Office of the Ombudsman received a total of 2,500 complaints, inquiries and requests for information under the *Ombudsman Act* during the year 2012-2013.

Depending upon the nature of a complaint, it is sometimes possible to resolve the complaint informally. If an investigation identifies that an administrative error or injustice has occurred, and the matter cannot be resolved informally, the *Act* provides for the Ombudsman to make a recommendation to the administrative head of the authority concerned.

Complaints under the Ombudsman Act

ACCESS

The Office of the Ombudsman is accessible to every person in the Province of New Brunswick. People who feel they have a problem with a provincial government agency can contact the Office in either official language.

The Office of the Ombudsman receives complaints in a variety of ways: by letter, by telephone, by fax, by email and by personal interview at our office or in the client's community.

COMPLAINTS

The Office of the Ombudsman investigates an extremely diverse cross-section of complaints related to government departments, municipalities, school districts, regional health authorities, crown agencies and other authorities responsible to the Province as defined under the *Ombudsman Act*.

INVESTIGATION

In accordance with the *Ombudsman Act*, the Office conducts independent and confidential investigations into complaints from individuals regarding administrative matters.

In conducting an investigation, staff of the Office of the Ombudsman may be required to critically analyze and review policies, procedures, legislation, case law, and government records. Information is also obtained from



officials either through meetings or correspondence. In addition to receiving information from clients through interviews or correspondence, investigators may obtain information through site visits conducted throughout the province.

As a result of the information gathered through the investigation, the Office of the Ombudsman makes a finding. If, on the conclusion of the investigation, the finding supports the client's complaint, the Ombudsman will facilitate a resolution or, in the alternative, make a recommendation for corrective action. The Ombudsman does not have the authority to require the government to act, however, negotiation has proven to be very effective. Where there is insufficient evidence to establish that the complaint is justified, the investigation is discontinued and the client is advised of the results in writing.

PROVIDING INFORMATION AND REFERRALS

When a complaint is outside the Ombudsman's jurisdiction to investigate, the Office provides information and, where appropriate, refers individuals to other complaint mechanisms or possible sources of assistance.

Correctional Institutions

Section 13(4) of the *Ombudsman Act* provides that any person in custody has a right to have a letter forwarded to the Office of the Ombudsman unopened, thereby ensuring them the opportunity of bringing their complaints to this Office for investigation.

Inmates are provided with an orientation manual by the Department of Public Safety on admittance to each of the correctional institutions. The manual advises the inmate that the Office of the Ombudsman investigates complaints from individuals who feel they have been treated unjustly.

In 2012-2013 the Office received inquiries and complaints regarding a wide range of issues. Section 12 of the *Ombudsman Act* empowers the Office to investigate complaints "*with respect to a matter of administration,*" which the courts have interpreted broadly to include any government matter other than matters relating to the affairs of the Courts or the Legislature.

In some cases where complaints alleging a criminal assault have been brought forward, the Ombudsman has exercised his discretion not to investigate and has instead referred the matter to appropriate police authorities.

2012-2013 STATISTICS

In the Correctional Services area, the Office of the Ombudsman processed 784 verbal and written complaints from or relating to individuals incarcerated in provincial correctional institutions. In addition, the Office also received numerous information requests as well as complaints from inmates that were not within the jurisdiction of the Office to investigate.



In other instances where an inquiry or a complaint does not fall within the jurisdiction of the *Ombudsman Act*, individuals are referred to the appropriate body.

As inmates are within the care of the Province of New Brunswick, every complaint that is within the jurisdiction of this Office to investigate is acted upon as expeditiously as possible. This usually requires that the matter be brought to the attention of the Department of Public Safety so that the Department in addition to the correctional facility concerned are also given the opportunity to be heard.

On receiving information from both parties and in carrying out any further reviews that may be necessary, this Office concludes the investigation and the inmate is advised accordingly.

Civil Service Act

In 1994, the Civil Service Commission was amalgamated with the Office of the Ombudsman. Through a change to the *Civil Service Act*, the Ombudsman was made responsible to hear appeals and investigate complaints regarding the selections for appointment to the civil service. However, in December 2009, new amendments to the *Civil Service Act* significantly reduced the Ombudsman's authority.

2012-2013 STATISTICS

During 2012-2013, the Office of the Ombudsman received five complaints and enquiries in regards to the *Civil Service Act*.

On December 1, 2009 substantial amendments to the *Civil Service Act* came into effect and, as a result, the way by which an appointment within the New Brunswick civil service can be reviewed or challenged has changed considerably. One of these modifications involves the basis on which a review or challenge of an appointment can be initiated by an unsuccessful candidate. Pursuant to the amended *Act*, where a candidate is screened-in for further assessment in the context of an open or closed competition but is not successful, this person may challenge an appointment "if the candidate has reason to believe that the successful candidate was appointed to the position because of favouritism" (subsection 33.1(1), *Civil Service Act*).

Favouritism is the only ground on which a complaint may be submitted to our Office pursuant to the amended *Civil Service Act* under the complaint process. Favouritism means giving preference to a candidate that is based on factors that supersede the assessment of qualifications, and that is attributable to a relationship or connection that is external to the workplace.

In accordance with established practice and the relevant provisions of the *Civil Service Act*, the first level of review is done by an unsuccessful candidate requesting from the department an explanation as to the reasons why they were not successful in obtaining an appointment to the vacant position. The task of responding to this request will likely be delegated to departmental human resources staff.



If an unsuccessful candidate remains unsatisfied with the initial response and once they have been notified that a person has been appointed to the position, they may, within 30 days, forward a complaint to the appropriate Deputy Minister and clearly state how they believe that the appointment of the successful candidate was based on favouritism. The Deputy Minister may choose to investigate the matter or dismiss the complaint.

2012-2013 STATISTICS

A total of five files were opened by the Office of the Ombudsman under the *Civil Service Act* between April 1, 2012 and March 31, 2013.

Finally, if, after receiving the Deputy Minister's response to a request to have an appointment process investigated, the unsuccessful candidate remains unsatisfied, they may, within 30 days, file a complaint with the Office of the Ombudsman alleging that the successful candidate was appointed on the basis of favouritism.

The Office of the Ombudsman cannot intervene in the process before the two first steps outlined above have been taken.

In summary, the three steps available to screened-in candidate to challenge the appointment of the successful candidate to the relevant position are as follows:

1. Send a written request to the HR branch of the department requesting feedback as to why they were not successful in obtaining the appointment.
2. If an individual remains unsatisfied after receiving feedback from the HR branch, they can send a formal complaint to the Deputy Minister of the department which ran the competition indicating how they believe that the appointment of the successful candidate was based on favouritism.
3. After receiving the response from the Deputy Minister, if the individual remains unsatisfied, they may, within 30 days, file a complaint with the Office of the Ombudsman.

If the Ombudsman investigation finds that a complaint has merit, the Ombudsman can make a recommendation to government. The Ombudsman cannot revoke an appointment.



Public Interest Disclosure Act

The *Public Interest Disclosure Act* came into force on July 1, 2008. Originally, the office of the Conflict of Interest Commissioner provided oversight for complaints under this Act. In June of 2011 amendments were made to the Act and the Office of the Ombudsman became responsible to receive complaints under this *Act*.

PURPOSE

The purpose of the *Act* is to facilitate the disclosure and investigation of significant and serious matters in or relating to the public service that are potentially unlawful, dangerous to the public or injurious to the public interest and to protect people who make those disclosures. It is commonly known as ‘Whistleblower’ legislation.

2012-2013 STATISTICS

During 2012-2013, the Office of the Ombudsman received nine complaints and enquiries in regard to the *Public Interest Disclosure Act*.

WRONGDOING

Employees of the public service can contact the Ombudsman or the Department concerned if they feel there has been wrongdoing. Wrongdoing is defined in the Act as :

- a) an act or omission constituting an offence under an Act of the *Legislature* or the Parliament of Canada, or a regulation made under an Act;
- b) an act or omission that creates a substantial and specific danger to the life, health or safety of persons, or to the environment, other than a danger that is inherent in the performance of the duties or functions of an employee;
- c) gross mismanagement, including of public funds or a public asset;
- d) knowingly directing or counselling a person to commit a wrongdoing described in paragraphs (a) to (c).

If the Ombudsman receives a complaint from an individual who is not an employee of the Public Service, under section 23 he may forward the claim to the chief executive of that portion of the public service in respect of which the claim is made.



REPRISALS

Under the *Act*, if an employee (or former employee) feels a reprisal has been taken against him or her, they may file a complaint with the Labour and Employment Board. The Office of the Ombudsman is unaware of any activity under the reprisal section of the Act.

MEETINGS

Each year the offices responsible for oversight for this type of legislation meet to discuss common issues. In the 2012-2013 fiscal year the meeting was hosted by the Newfoundland and Labrador Citizen's Representative in St. John's, Newfoundland. This meeting provided our office with excellent resources and information from offices that have done extensive investigations and have made findings of wrongdoing. Of note on the inter-jurisdictional front was a case of wrongdoing from the Office of the Public Sector Integrity Commissioner of Canada involving the Canadian Human Rights Tribunal. Their decision discussed the term gross mismanagement, as it is not defined in the Act. The Commissioner listed the following factors that they would consider when determining if there was gross mismanagement –

2012-2013 STATISTICS

The Office received nine contacts under the *Public Interest Disclosure Act*, four of which were inquiries and five were investigations. Three of the investigations are closed and did not lead to any recommendations. The other two are pending.

- Matters of significant importance;
- Serious errors that are not debatable among reasonable people;
- More than de minimis wrongdoing or negligence;
- Management action or inaction that creates a substantial risk of significant adverse impact upon the ability of an organization, officer or unit to carry out its mandate;
- The deliberate nature of the wrongdoing; and
- The systemic nature of the wrongdoing.

Precedence such as this one will be used by our office in conducting our investigations.



Statistics 2012-2013

- The Office of the Ombudsman received a total of **2,500** complaints, inquiries and requests for information during the year 2012-2013. Of this number, **942** were complaints within jurisdiction and investigations were required, **741** were inquiries and requests for information, and **817** were complaints which were not within the jurisdiction of this Office.
- The Office of the Ombudsman conducted **one** review leading to a recommendation and also provided general information to a number of individuals who were seeking advice regarding the procedure to follow when requesting information contained in government documents.
- A total of **five** files were opened by the Office of the Ombudsman under the *Civil Service Act* from the period April 1, 2012 to March 31, 2013.
- The Office of the Ombudsman received **nine** complaints and enquiries in regards to the *Public Interest Disclosure Act*.
- In the Correctional Services area, the Office of the Ombudsman processed **784** verbal and written complaints from or relating to individuals incarcerated in provincial correctional institutions. In addition, the Office also received numerous information requests as well as complaints from inmates that were not within the jurisdiction of the Office to investigate.



Types of Complaints by Department

The following tables provide the number of complaints by type and by department investigated in the year 2012-2013. In consideration of the confidentiality provisions of the *Ombudsman Act*, only those departments with more than 10 complaints are set out in the tables below.

Correctional Institutions

Health Issues	2011 - 2012	2012 - 2013
Assault/Abuse – Physical, Sexual, etc.	8	5
Dental	8	24
Glasses, Eye Care	6	2
Medical Appliance	2	3
Mental Health	4	4
Physiotherapy	1	-
Prescriptions Requested or Denied	59	41
Request to go to Hospital	11	11
Request to see Nurse / Doctor	28	43
Special Diet	4	9
Threat of Suicide	-	1
Subtotal	131	143

Living Conditions

Cleanliness	17	20
Clothing and Bedding	19	24
Food	45	48
Heat and Ventilation	8	2
Maintenance and Repairs	3	-
Overcrowding	1	3
Subtotal	93	97

Others

Abandoned By Inmate	4	3
Administration	4	8
Classification / Transfer	42	50
Contraband	3	5
Correspondence	9	21



Courts	8	7
Discipline	-	39
Legal Aid	7	7
Parole	1	2
Personal / Inmate Property	41	52
Placement within Institution	37	47
Program Privileges	14	15
Recreation	12	10
Request for House Arrest	1	3
Request Form	6	3
Requests for Items Denied	7	5
Segregation	20	25
Sentence / Remission Calculation	7	10
Services - Official Languages	2	-
Staff Conduct and Department	13	13
Telephone Use	29	48
Temporary Absence Program	4	2
Threatened by Other Inmates	3	2
Use of Restraints	1	-
Verbal Abuse/Swearing	-	7
Visiting Privileges	-	8
Other (includes Non-Jurisdiction & Inquiry)	105	152
Subtotal	393	544
TOTAL	617	784

Public Safety

	2011 - 2012	2012 - 2013
Administration	13	17
Complaints Regarding Staff	28	36
Coroner Services	1	1
Emergency Measures	2	1
Employment	2	1
Permits / Licenses	5	7
PPIA – Request for information	-	2
Others (includes Non-Jurisdiction & Inquiry)	52	32
TOTAL	103	97



Social Development

Income Assistance Benefits	2011 - 2012	2012 - 2013
Amount/Calculation	6	9
Delay	8	13
Denied	23	29
Discontinued/Reduced	25	36
Eligibility Criteria	13	10
Long Term Needs	7	2
Repayment	17	20
Subtotal	99	119

Housing Unit		
Availability	17	11
Evictions	3	5
Inspections	6	2
Repairs	10	6
Tenant Rights	1	2
Transfers	6	8
Subtotal	43	34

Others		
Administration	7	6
Adoptions	6	-
Appeal Board	1	1
Appeal Process	11	9
Appliances-Furniture	2	1
Complaints Regarding Staff	10	6
Employment	3	4
Health Card	9	11
Heat Supplement	7	5
Housing Loans/Grants	8	4
Medical Issues	4	3
Nursing Homes/Residential Services	8	19
Protection Services	6	8
Transportation	3	6
Other (includes Non-Jurisdiction & Inquiry)	76	30
TOTAL	303	266



Health

	2011 - 2012	2012 - 2013
Addiction Services	1	3
Administration	3	7
Ambulance Services	1	1
Complaints regarding Staff	3	14
Hospital Employment	2	8
Medicare	7	4
Mental Health	4	2
Permits/Licenses	4	4
Placement Services	-	2
Public Health	1	1
Medical Treatment	16	17
Admission-Discharge	3	6
Vital Statistics	1	-
Others (includes Non-Jurisdiction & Inquiry)	20	43
TOTAL	66	113

Justice and Attorney General

	2011 - 2012	2012 - 2013
Administration	1	1
Complaint Regarding Staff	2	-
Employment	-	1
Insurance Branch	1	-
Support Payment and Orders	1	4
Others (includes Non-Jurisdiction & Inquiry)	12	28
TOTAL	17	34



WorkSafe NB

Compensation	2011 - 2012	2012 - 2013
Amount/Calculation	4	8
Discontinued/Reduced	<u>14</u>	<u>13</u>
Subtotal	18	21

Others

Administration	7	7
Appeals Tribunal	15	10
Claim Denied	14	11
Complaints Regarding Staff	8	1
Long Term Disability	-	1
Employability Assessments	1	1
Employment	3	-
Medical Payments	4	5
Medical Rehabilitation	-	4
Permanent Partial Impairment	-	1
PPIA – complaint	-	1
Others (includes Non-Jurisdiction & Inquiry)	<u>14</u>	<u>15</u>
TOTAL	84	78

NB Power Corporation

	2011 - 2012	2012 - 2013
Administration	2	-
Billing-Amount / Calculation	<u>6</u>	<u>7</u>
Damage Claims	-	2
Disconnection	23	15
Employment	2	1
Payment Schedules	6	2
Security Deposit	2	1
Service Issues	2	3
Other (includes Non-Jurisdiction & Inquiry)	<u>19</u>	<u>13</u>
TOTAL	62	44



Education / School Districts

	2011 - 2012	2012 - 2013
Access to School Records	-	1
Administration	2	3
Appeal Process	-	1
Children with Special Needs	2	-
Complaints Regarding Staff	3	1
Employment	5	5
French Immersion Program	1	-
Student Transfer	-	1
Transportation	4	-
Others (includes Non-Jurisdiction & Inquiry)	<u>4</u>	<u>2</u>
TOTAL	21	14

Transportation

	2011 - 2012	2012 - 2013
Access-Right of way	-	1
Complaints Regarding Staff	2	1
Damage Claims	5	3
Employment	3	4
Expropriation Procedures	1	-
Property Issues	1	4
Road/Bridge Maintenance	6	5
Others (includes Non-Jurisdiction & Inquiry)	<u>3</u>	<u>7</u>
TOTAL	21	25



Municipalities

	2011 - 2012	2012 - 2013
Administration	1	8
Complaints regarding staff	-	1
Employment	-	1
Expropriation	-	2
Municipal Bylaws	5	1
Permits-Licenses	1	3
Property Issues	1	1
Services	1	1
Water/Sewage	4	5
Zoning	1	1
Others (includes Non-Jurisdiction & Inquiry)	<u>5</u>	<u>8</u>
TOTAL	19	34

Service New Brunswick

	2011 - 2012	2012 - 2013
Administration	4	1
Complaint Regarding Staff	2	-
Employment	1	-
Permits/Licenses	6	1
Property Assessment	4	-
Property Assessment – Appeal Procedures	1	4
Registry Office – Procedures	4	2
Rentalsman	39	41
Vital Statistics	2	3
Other (includes Non-Jurisdiction & Inquiry)	<u>9</u>	<u>2</u>
TOTAL	72	54



Post-Secondary Education Training and Labour

	2011 - 2012	2012 - 2013
Community College – Admissions Procedures	-	2
Community College – Others	5	3
Community College – Programs	6	1
Complaint Regarding Staff	2	1
Employment	2	4
Employment Programs	-	1
Grants-Loans	6	4
Student Loans	5	3
Others (includes Non-Jurisdiction & Inquiry)	<u>5</u>	<u>7</u>
TOTAL	31	29

Local Government

	2011 - 2012	2012 - 2013
Administration	-	3
Local Service District	-	5
Complaint Regarding Staff	-	1
Others (includes Non-Jurisdiction & Inquiry)	-	<u>5</u>
TOTAL	-	14

Environment

	2011 - 2012	2012 - 2013
Administration	-	2
Employment	-	1
Pollution – Water quality	-	1
Pollution – Air quality	-	3
Others (includes Non-Jurisdiction & Inquiry)	-	<u>6</u>
TOTAL	-	13



Outcome of Complaints by Department

(Outcome of Complaints within Jurisdiction which does not include inquiries or non- jurisdiction complaints or complaints still under investigation at year end)

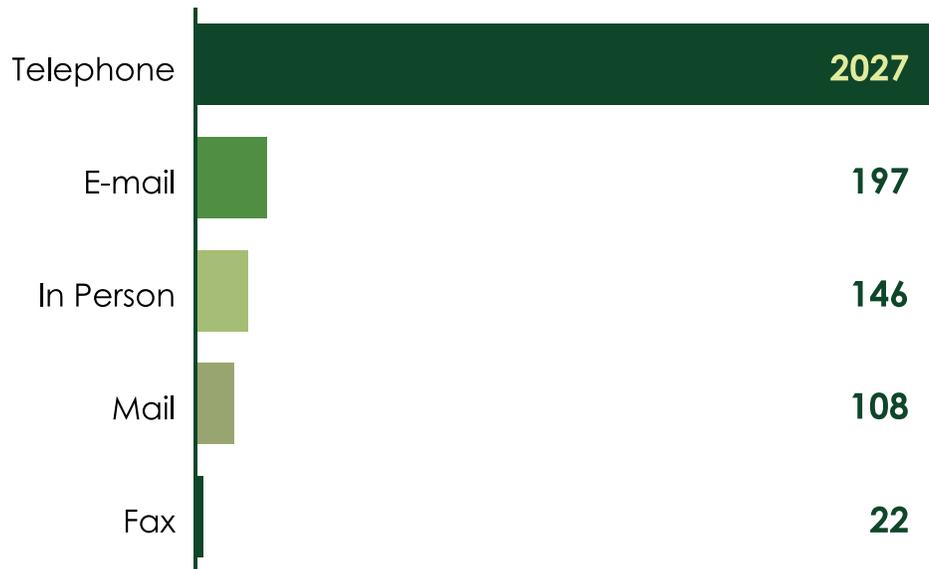
Departments /Agencies	Total	Assistance Rendered	Recommendation Made	Referral Given/ Clarfication Provided	Not Sub-stantiated	Discontinued by Client/ Ombudsman
Public Safety & Corrections	747	65	-	471	101	164
Social Development	169	24	1	97	19	28
Local Government and Environment	17	1	-	12	3	1
WorkSafe NB	50	5	-	36	2	7
Health	64	9	-	36	2	7
Energy	30	8	-	12	1	9
Post-Secondary Education, Training and Labour	21	-	-	14	2	5
Service New Brunswick	25	5	-	11	4	5
Municipalities	20	1	-	12	2	5
Transportation	10	1	-	5	3	1
Other**	95	2	-	52	5	36
TOTAL	1,248	121	1	705	144	277

**This number includes departments/agencies with 10 or less complaints during 2012-2013. This number includes investigations which were continued from the previous years.

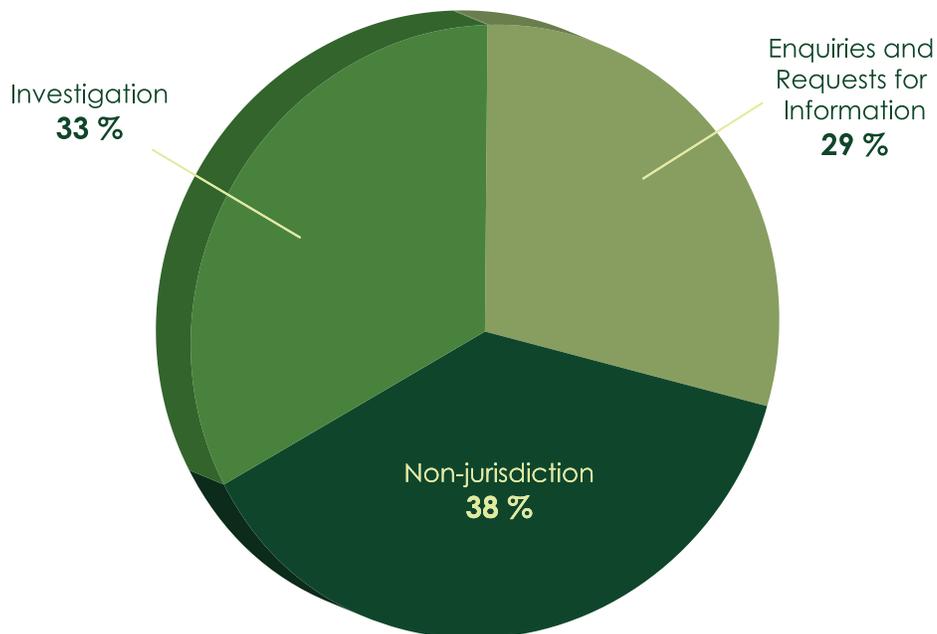


Charts

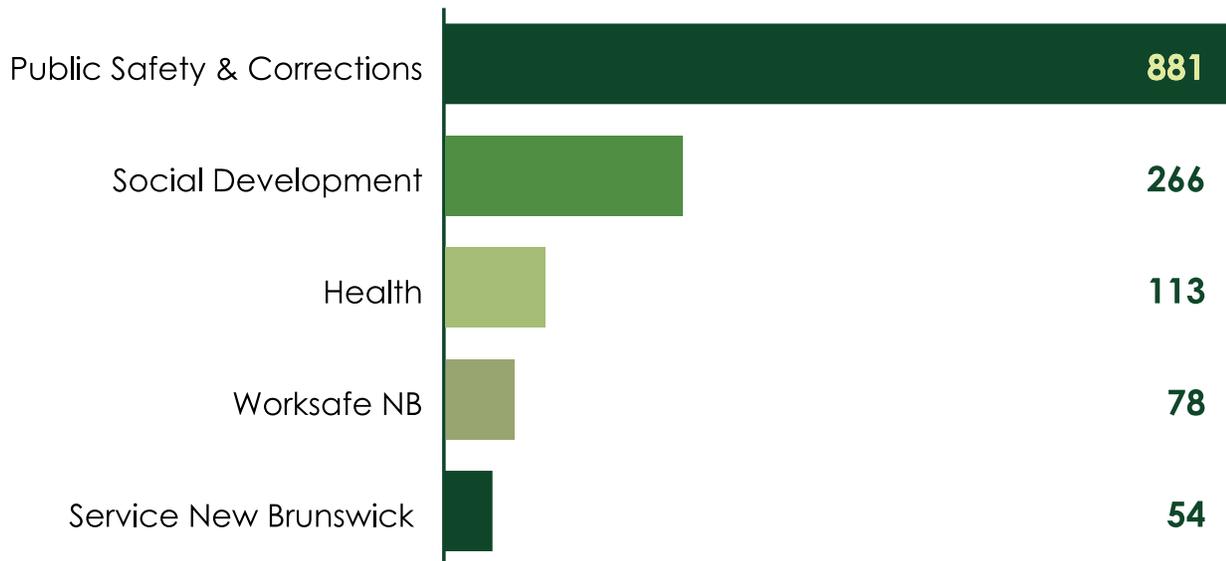
Complaints Received By Reception Method



Complaints By Intake Type



Five Major Sources of Complaints



Outcome Of Complaints

