

## 2003/2004 STATISTICS

- The Office of the Ombudsman received a total of 1,973 complaints, inquiries and requests for information during the year 2003/2004. Of this number, 936 were complaints within jurisdiction and investigations were required, 444 were inquiries and requests for information, and 593 were complaints which were not within the jurisdiction of this Office. In addition, 59 complaints carried over from the previous year were investigated.
- The Office of the Ombudsman received 2 appeals in accordance with section 32 of the *Civil Service Act* during this report period. Both appeals were scheduled for formal hearings with one appeal being dismissed and one being withdrawn.
- In 2003/2004, the Office of the Ombudsman received 13 formal complaints from unsuccessful candidates under section 33 of the *Civil Service Act*. In addition, the Office of the Ombudsman received and responded to a number of inquiries and requests for information regarding matters related to the *Act*.
- During the year 2003/2004, the Office of the Ombudsman received 26 applications regarding the refusal or non-response to a request to disclose information to an individual under the *Right to Information Act*. In addition, the Office of the Ombudsman conducted 5 investigations and provided general information to a number of individuals who were seeking advice regarding the procedure to follow when requesting information contained in government documents.
- During the year 2003/2004, the Office of the Ombudsman received 13 complaints and enquiries in regards to the *Protection of Personal Information Act*.
- In the Correctional Services area, the Office of the Ombudsman processed 325 verbal and written complaints from or relating to individuals incarcerated in provincial correctional institutions. In addition, the Office received 9 information requests and complaints from inmates that were not within the jurisdiction of the Office to investigate.