

  
**Ombudsman**  
ONTARIO

ONTARIO'S WATCHDOG  
CHIEN DE GARDE DE L'ONTARIO

Dear stakeholder,

I am pleased to send you two hard copies of my latest Annual Report (one English, one French). This report covers the 2018-2019 fiscal year.

This is our Office's third full fiscal year of reporting on our oversight of municipalities, universities and school boards, in addition to provincial government organizations. I hope that you and all stakeholders in these areas of jurisdiction will find the information in this report of interest.

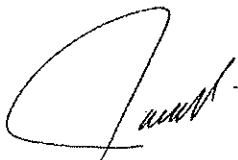
You can also find the entire report, media materials and backgrounders, statistics and video of my press conference at Queen's Park on our website, [www.ombudsman.on.ca](http://www.ombudsman.on.ca).

Our Office understands that statistics do not tell the whole story. To put them in context, we encourage you to read the sections of the report that relate to your area (Municipalities: pages 37-46; Education: 47-53), in which we discuss the most common issues in each sector and the types of cases we have resolved across the province.

In the interests of immediacy and "thinking green," we encourage you to let any interested colleagues and stakeholders know that they can access all of this information online. However, we are of course happy to send additional hard 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. You can reach our staff at 1-800-263-1830 or [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca).

Sincerely,



Paul Dubé  
Ombudsman of Ontario