



**Message from
Ontario Ombudsman Paul Dubé
Message de la part de
l'Ombudsman de l'Ontario, Paul Dubé**

[La version française suit]

June 30, 2020

I am pleased to let you know that today I released my latest Annual Report, covering the 2019-2020 fiscal year.

This is our Office's fourth full fiscal year of reporting on our oversight of municipalities, universities and school boards, in addition to provincial government organizations. It is also our first year of reporting on two new areas of jurisdiction: Children and youth in care, and French language services. I hope that you and all stakeholders in these areas of jurisdiction will find the information in this report of interest.

You can find the entire report, media materials and backgrounders, and statistics on our website here: <https://www.ombudsman.on.ca/resources/reports-and-case-summaries/annual-reports>

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 across the province. Please feel free to share this information with any interested colleagues and stakeholders.

We will also be happy to provide hard copies upon request, although we ask that you bear with us, as our usual printing and mailing process has been delayed due to the coronavirus state of emergency.

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 info@ombudsman.on.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Dubé". The signature is stylized with a large, sweeping initial letter 'P' and a trailing flourish.

Paul Dubé,
Ombudsman of Ontario