



(aussi disponible en français)

2025-2026 ANNUAL REPORT FACTS AND HIGHLIGHTS

Total cases received:

35,023

.....
an increase of 14% from 2024-2025
and 43% over the past three years

48%

cases closed
within one week

60%

cases closed
within two weeks

4,898

cases about municipalities

.....
A record number, a 25%
increase from 2024-2025

1,346

cases about school boards

.....
A record number, a 6%
increase from 2024-2025

2,552

cases about services
provided to children
and youth in care,
including 1,664 about
children's aid societies
and 436 about youth
justice facilities

266

cases about
French language services

460

cases handled in French about
other issues

5,960

cases about
correctional facilities

Indigenous Services Plan: Launched in March 2026, the plan sets out five core commitments including expanding Indigenous cultural competencies among Ombudsman staff and seeking ways to use the Office's expertise to address systemic issues in support of reconciliation.

We handled **674** cases from people who identified as Indigenous or about Indigenous services or programs, including access to disability benefits, delays obtaining essential documents and identification, school board policies and financial aid for post-secondary education.