



OMBUDSPERSON
BRITISH COLUMBIA

June 27, 2023

Mayor Leonard Krog
City of Nanaimo
455 Wallace St.
NANAIMO BC V9R 5J6

RECEIVED

JUL 11 2023

Dear Mayor Leonard Krog,

RE: Office of the Ombudsperson Quarterly Reports: July 1, 2022 - March 31, 2023

This package of documents details the complaint files the Office of the Ombudsperson closed for City of Nanaimo for the last three reporting quarters of the 2023 fiscal year between July 1, 2022 and March 31, 2023. No action is required on your part; however, we hope that you will find this information useful and share it within your organization.

Our office has recently migrated to a new software platform for our investigation file management, which has caused a delay in producing quarterly reports on their normal schedule. As we implemented the new software, we have updated the process by which these reports are generated. I apologize for the delay in sending these reports to you and expect that, going forward, the reports will be generated on a quarterly basis as they were in the past.

These reports provide information about the complaint files we closed regarding your organization within the last three quarters, including both files we investigated and files we closed without investigation. Files currently open with the office are not included in these reports.

Enclosed you will find detailed reports containing the following:

- A one-page report listing the number of files closed and the category under which they were closed. The categories we use to close files are based on the sections of the *Ombudsperson Act*, which gives the Ombudsperson the authority to investigate complaints from the public regarding authorities under our jurisdiction. A more detailed description of our closing categories is available on our website at: <https://bcombudsperson.ca/assets/media/QR-Glossary.pdf>.
- If applicable: Copies of closing summaries for complaint files that were investigated. These summaries provide an overview of the complaint received, our investigation and the outcome. Our office produces closing summaries for investigated files only, and not for enquiries or those complaints that were not investigated.



- If applicable: A summary of the topics identified in the complaint files closed during the quarter. We track general complaint topics for all complaints we receive, and when applicable, also include information about authority-specific and/or sector-specific topics in those complaints for your organization and/or sector. Because complaints to our office are confidential, we do not share complaint topic information if we received too few complaints to preserve the complainants' anonymity.

If your organization received too few complaints to produce a summary of complaint topics but you would like further information about the complaints our office received about your organization, our Public Authority Consultation and Training (PACT) Team can provide further details upon request.

If you have questions about our quarterly reports or notice any inaccuracies in the data provided, or if you would like to sign up for our mailing list to be notified of educational opportunities provided by our PACT Team, please contact us at 250-508-2950 or consult@bcombudsperson.ca.

Yours sincerely,

Jay Chalke
Ombudsperson
Province of British Columbia

Enclosures



Type of complaint closure for Authority: City of Nanaimo	# closed
Enquiries – Many people who contact us are not calling to make a complaint, but are seeking information or advice. These contacts are classified as <i>Enquiries</i> to distinguish them from <i>Complaints</i> , which are requests that our office conduct an investigation.	4
Complaints with No Investigation – Our office does not investigate every complaint it receives. First, we determine whether we have authority to investigate the complaint under the <i>Ombudsperson Act</i> . We also have discretion to decline to investigate for other reasons specified in the <i>Ombudsperson Act</i> .	3
Early Resolution Investigations – Early Resolution investigations provide an expedited process for dealing with complaints when it appears that an opportunity exists for the authority to take immediate action to resolve the issue. Typical issues that are addressed through Early Resolution include timeliness, communication, and opportunities for internal review.	0
Complaint Investigations – When we investigate a complaint we may conclude with a determination that a complaint is not substantiated, or with a negotiated settlement of the complaint, or with public findings and recommendations. We may also exercise discretion to cease investigation for a number of other reasons specified in the <i>Ombudsperson Act</i> .	0
Reason for closing an Investigation	
Pre-empted by existing statutory right of appeal, objection or review.	0
Investigation ceased with no formal findings under the <i>Ombudsperson Act</i> .	
More than one year between event and complaint	0
Insufficient personal interest	0
Available remedy	0
Frivolous/vexatious/trivial matter	0
Can consider without further investigation	0
No benefit to complainant or person aggrieved	0
Complaint abandoned	0
Complaint withdrawn	0
Complaint settled in consultation with the authority – When an	0



investigation leads us to conclude that action is required to resolve the complaint, we try to achieve that resolution by obtaining the voluntary agreement of the authority to settle the complaint. This allows matters to be resolved fairly for the complainant and authority without requiring a formal finding of maladministration.

Complaint substantiated with formal findings under the *Ombudsperson Act*.

0

Complaint not substantiated under the *Ombudsperson Act*.

0

Ombudsperson Initiated Investigations – The Ombudsperson has the authority to initiate investigations independently from our process for responding to complaints from the public. These investigations may be ceased at the discretion of the Ombudsperson or concluded with formal findings and recommendations.

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The tables below summarize the complaint topics we are tracking for your sector and/or authority and the number of times this topic was identified in the files (investigated and non-investigated complaints) that were closed in the most recent quarter.

If you would like more information on the types of complaints we receive, please contact our Public Authority Consultation and Training Team: email us at consult@bcombudsperson.ca or call us at 250-508-2950.

Sector-Specific Complaint Topics – All Local Government

Business Licensing	11	2%
Bylaw Enforcement	159	29%
Council Member Conduct (incl. Conflict of Interest)	42	8%
Fees/Charges (incl. Taxes)	55	10%
Official Community Plan/Zoning/Development	100	18%
Open Meetings	18	3%
Other	95	17%
Procurement	5	1%
Response to Damages Claim	10	2%
Services (incl. Garbage, Sewer, Water)	48	9%

General Complaint Topics – All Local Government

Accessibility	25	3%
Administrative Error	20	3%
Communication	105	14%
COVID-19	4	1%
Delay	46	6%
Disagreement with Decision or Outcome	221	29%
Discrimination	3	0%
Employment or Labour Relations	10	1%
Other	54	7%



Process or Procedure	186	24%
Review or Appeal Process	16	2%
Treatment by Staff	77	10%