Formal complaints received in 1997 by Category and Disposition

Department or Category	Total	Assist. Rendered	Declined	Discon. (Client)	Discon. (Omb.)	Info. Supplied	Not Supported	Part. Resolved	Recomm.	Resolved	Pending
Departments											
Agriculture	11										
General	7	1	1	-	-	1	-	-	-	-	4
Manitoba Crop Insurance Corporation	4	-	-	-	-	2	-	-	-	-	2
Civil Service Commission	1	-	-	-	-	-	-	-	-	-	1
Consumer & Corporate Affairs	28										
General	7	1	-	-	-	_	1	-	-	-	5
Consumers Bureau	2	-	-	1	-	-	1	-	-	-	-
Residential Tenancies Branch	19	-	-	2	2	6	5	1	-	3	-
Education & Training	8										
General	6	-	-	-	-	3	2	1	-	-	-
Student Financial Assistance	2	1	-	-	-	1	-	-	-	-	-
Environment	6	-	-	1	-	1	1	-	-	-	3
Executive Council	1	-	-	-	-	1	-	-	-	-	-
Family Services	66										
General	8	-	-	1	-	2	1	-	-	-	4
Child & Family Services	27	1	2	2	1	5	2	1	-	3	10
Income Security	28	4	-	1	-	5	8	2	-	8	-
Social Services Advisory Committee	3	-	-	-	-	2	1	-	-	-	-
Finance	7	-	1	-	-	3	-	-	-	1	2
Government Services	11	1	-	-	-	2	2	1	-	1	4
Health	64					_	_				_
General	18	2	-	-	-	6	1	1	-	2	6
Addictions Foundation of Manitoba	3	-	-	1	-	1	-	1	-	-	-
Mental Health	17	-	-	2	-	10	1	-	-	2	2
Brandon Mental Health	5	1	-	-	-	-	2	-	-	2	-
Health Sciences Centre	9	2	-	-	-	5	-	-	-	1	1
Selkirk Mental Health Centre	11	3	-	-	-	7	-	-	-	1	-
Manitoba Adolescent Treatment Ctr.	1	-	-	-	-	-	1	-	-	-	-
Highways and Transportation	30										
General	11	-	-	1	-	3	-	-	-	1	6
Driver & Vehicle Licencing	19	1	-	-	-	2	7	-	-	5	4
Housing	14										
General	7	-	-	-	-	-	2	1	-	4	-
Manitoba Housing Authority	7	2	-	-	-	1	3	_	_	1	_
Industry, Trade & Tourism	1	-	=	=	=	_	<u>-</u>	=	=	1	_
Manitoba Labour	19									-	

Department or Category	Total	Assist. Rendered	Declined	Discon. (Client)	Discon. (Omb.)	Info. Supplied	Not Supported	Part. Resolved	Recomm.	Resolved	Pending
General	11	-	-	-	-	3	5	-	-	1	2
Employment Standards	3	=	-	-	-	1	2	-	-	-	-
Manitoba Labour Board	5	-	-	=	_	-	2	-	-	1	2
Manitoba Justice	269										
General	18	-	-	1	2	4	4	1	-	2	4
Agassiz Youth Centre	6	-	=	=	-	1	2	-	-	2	1
Brandon Correctional Institution	40	1	=	=	-	15	15	-	-	6	3
Headingley Correctional Institution	27	1	-	-	_	14	5	-	_	7	_
Milner Ridge Correctinal Institution	4	-	-	-	_	-	3	-	_	-	1
Portage Correctional Institution	21	-	-	1	_	7	9	1	-	2	1
The Pas Correctional Institution	1	-	-	-	-	1	=	-	-	-	-
Winnipeg Remand Centre	34	-	-	2	-	11	5	-	-	11	5
Maintenance Enforcement	24	1	-	1	-	5	3	-	-	6	8
Manitoba Human Rights Commission	8	1	-	-	-	-	5	-	-	-	2
Manitoba Legal Aid	9	-	2	-	1	3	2	-	-	-	1
Public Trustee	31	1	2	1	-	3	13	1	-	3	7
Manitoba Youth Centre	37	-	-	2	_	4	6	11	-	5	9
Court	9	1	4	=	_	2	-	-	-	2	-
Natural Resources	22	2	-	-	2	1	2	-	-	3	12
Northern Affairs	4	-	-	-	-	3	-	-	-	-	1
Rural Development	7	-	-	3	-	2	-	-	-	-	2
Municipalities	76	4	1	6	2	22	13	1	2	4	21
<u>Corporations</u>											
Corp. & Extra Departmentals	215										
General	1	-	-	-	-	1	-	-	-	-	-
Manitoba Telephone System	1	-	-	=	-	1	-	-	-	-	-
Manitoba Lotteries Corporation	5	-	-	-	1	-	3	-	-	-	1
Manitoba Hydro	8	-	1	-	-	-	1	1	-	4	1
Manitoba Public Insurance	151	7	-	6	2	22	30	5	-	26	53
Workers Compensation Board	49	1	-	4	3	17	6	1	-	8	9
Non-Jurisdictional											
City of Winnipeg	5	-	1	-	-	3	-	-	-	-	1
Federal Departments & Agencies	3	1	-	-	-	2	-	-	-	-	-
Private Matters	31	7	4	-	1	18	1	-	-	-	-
Doctors	1	-	-	-	-	1	-	-	-	-	-
Lawyers	1	-	-	-	-	1	-	-	-	-	-
Schools	2	-	-	-	-	2	-	-	-	-	-

Department or Category Hospitals	Total 2	Assist. Rendered 1	Declined _	Discon. (Client)	Discon. (Omb.)	Info. Supplied 1	Not Supported	Part. Resolved	Recomm.	Resolved	Pending -
Total	905	49	19	39	17	240	178	31	2	129	201

In 1997, 704 or 78% of the complaints received were completed during the year.

The Ombudsman declined to investigate 19 cases which represents 2% of the total number of cases received.

During the year, 56 or 6% were discontinued either by the Ombudsman or the client.

Of the cases completed, 449 or 50% were in the catergories Assistance Rendered, Information Supplied, Partially Resolved and Resolved and 178 or 20% were not supported.

Cases Brought Forward From the Previous Year

At the close of 1996, there were 196 cases still pending (2 of which were from 1991, 1 from 1992, 1 from 1993, 5 from 1994, 8 from 1995 and the remainder, 179 from 1996). The disposition of these cases are as follows:

Department or Category	Total	Assist. Rendered	Declined	Discon. (Client)	Discon. (Omb.)	Info. Supplied	Not Supported	Part. Resolved	Recomm.	Resolved	Pending
<u>Departments</u>	_					_					
Agriculture	5	-	-	-	1	1	-	-	1	1	1
Consumer & Corporate Affairs	7										
Consumers Bureau	1	-	-	-	-	1	-	-	-	-	-
Manitoba Securities Commission	2	-	-	-	-	-	-	-	-	-	2
Residential Tenancies Branch	4	-	-	-	-	-	2	-	-	2	-
Education & Training	1										
Student Financial Assistance	l	-	-	-	-	-	1	-	-	-	-
Environment	1	-	-	-	-	1	-	-	-	-	-
Family Services	22										_
General	10	1	-	-	1	1	1	3	-	-	3
Child & Family Services	7	-	-	1	-	-	2	2	-	2	-
Income Security	5	-	-	-	-	3	1	-	-	1	-
Government Services	1	-	-	-	-	-	-	-	-	1	-
Health	8					_	_				
General	5	-	-	-	1	2	2	-	-	-	-
Mental Health	1	-	-	-	-	-	-	-	-	-	1
Brandon Mental Health	1	-	-	-	-	-	-	1	-	-	-
Health Sciences Centre	1	-	-	-	-	-	-	-	-	-	1
Highways and Transportation	5										
General	3	-	-	-	-	-	-	-	-	1	2
Driver & Vehicle Licencing	2	-	_	-	-	1	_	-	-	1	_
Housing	3	-	-	1	_	1	1	-	-	_	_
Manitoba Labour	7										
General	4	_	_	_	_	2	1	_	_	1	_
Manitoba Labour Board	3	_	_	_	_	3	_	_	_	_	_
Manitoba Justice	60					_					
General	8	_	_	1	1	2	2	_	_	_	2
Agassiz Youth Centre	3	2	_	_	-	-	1	_	_	_	_
Brandon Correctional Institution	5	_	_	_	_	<u>-</u>	_	1	_	3	1
Headingley Correctional Inst	10	_	_	2	_	4	2	1	_	<i>5</i>	2
	4	-	-	_	- 1	'1 -	3	-	-	-	<i>L</i>
Milner Ridge Correctional Inst.		-	-	-	I		3 1	-	-	-	-
Portage Correctional Institution	2	- 1	-	-	-	-		- 1	-	1	-
Winnipeg Remand Centre	9	I	-	-	-	-	4	1	-	1	2

Department or Category	Total	Assist.	D 1: 1	Discon.	Discon.	Info.	Not	Part.	D.	D 1 1	D 1:
Maintenance Enforcement	7	Rendered -	Declined -	(Client)	(Omb.)	Supplied 2	Supported -	Resolved 1	Recomm.	Resolved 4	Pending -
Manitoba Legal Aid	3	-	-	1	-	1	-	-	-	_	1
Public Trustee	6	-	_	1	-	1	-	1	-	1	2
Manitoba Youth Centre	2	-	-	-	-	-	-	1	-	1	-
Court	1	-	-	-	-	-	1	-	-	-	-
Natural Resources	7	-	-	-	-	1	1	-	-	2	3
Northern Affairs	1	-	-	-	-	1	-	-	-	-	-
Rural Development	2	-	-	-	-	1	1	-	-	-	-
<u>Boards</u>											
Workers Compensation Board	13	-	-	-	-	8	3	1	-	1	-
Corporations											
Corp. & Extra Departmentals	50										
General	1	-	-	-	-	-	1	-	-	-	-
Manitoba Telephone System	4	-	-	1	-	-	-	-	-	3	-
Manitoba Lotteries Corporation	1	-	-	-	-	-	1	-	-	-	-
Manitoba Hydro	1	-	-	-	-	-	1	-	-	-	-
Manitoba Public Insurance	43	1	-	3	-	9	6	6	-	7	11
Municipalities/Cities/Towns	1	-	-	-	-	1	-	-	-	-	-
Private Matters	2										
General	1	-	-	-	-	1	-	-	-	-	-
Doctors	1	-	-	-	-	-	-	-	-	-	1
Total	196	5	-	11	5	48	39	18	1	34	35