



3-YEAR STRATEGIC PLAN

2024-2027

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Land acknowledgement and commitment to reconciliation.

The Ontario Ombudsman's work takes place on traditional Indigenous territories across the province we now call Ontario. The City of Toronto, where our office is located, is the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples, and is now home to many First Nations, Inuit and Métis peoples. We are thankful to be able to live and work on this land, and we acknowledge the many treaties that overlay it.

We believe in the significance of land acknowledgments as a way to recognize, respect and honour this territory, the treaties, the original occupants, their ancestors, and the historic connection they still have with this territory.

As part of our commitment to reconciliation, our focus in the next few years will be on:

1. Demonstrating our Office's dedication to serving the constitutionally recognized First Nations, Métis, and Inuit peoples in Ontario;
2. Providing educational opportunities for our staff to help them learn more about our shared history and the harms that have been inflicted on Indigenous peoples;
3. Working to establish mutually respectful relationships with Indigenous peoples across the province; and
4. Continuing to integrate recommendations from the Truth and Reconciliation Commission and the National Inquiry into Missing and Murdered Indigenous Women and Girls into our work.

We are grateful for the opportunity to work on this part of Turtle Island.

WHO WE ARE



The Ombudsman is an independent, non-partisan Officer of the Ontario Legislature, appointed by all parties, whose role is to ensure that the provincial government and public sector serve people in a way that is fair, accountable, transparent and respectful of their rights.

We intervene to resolve or investigate issues involving government and public sector administration and make evidence-based recommendations for corrective action when necessary. We do so based on complaints or on our own initiative, and are recognized internationally for the calibre and impact of our work.

The Ombudsman is a democratic institution, not a government department, and an essential element in states based on democracy, the rule of law, good administration and respect for rights.

The Office of the Ontario Ombudsman was established in 1975 and takes complaints about the administrative decisions and actions of more than 1,000 public sector and government bodies in Ontario, as well as French language services and services provided in the child protection sector.

WHAT WE DO



We foster sound public administration by promoting accountability, transparency, fairness and a respect for rights. We provide free assistance to people who need help accessing public services or having their rights respected.

WHAT WE DON'T DO



Notable exclusions to our jurisdiction are the decisions of judges and the functions of any court, the conduct of elected officials (including the Premier and Cabinet), as well as hospitals and long-term care homes.

OUR MISSION



To be an effective agent of positive change for the people of Ontario by enhancing government and public sector fairness, accountability and transparency, as well as promoting a respect for rights.

OUR VISION



A public sector that serves Ontarians in a way that is fair, accountable, transparent and respectful of their rights.

OUR PRINCIPLES



IMPARTIALITY

We do not take sides when resolving complaints or investigating concerns. Our decisions and recommendations to improve public services are based on the facts and the evidence.

INDEPENDENCE

We are independent. We do not take directions from government, public sector agencies, interest groups or individual complainants.

CONFIDENTIALITY

Our reviews, resolutions, and investigations are done in private. Protecting the confidentiality of those who contact us is central to how we work.

FAIRNESS

We work to ensure that government and the broader public sector act in a fair, open, and transparent manner when delivering public services and programs.

OUR VALUES



TRUST

We seek to build appropriate and productive relationships based on trust and credibility.

RESPECT

We treat everyone with dignity and respect and strive to listen and respond with compassion.

ACCESSIBILITY

Our services are free and accessible.

EXCELLENCE

We strive to achieve the highest professional standards through the delivery of efficient and timely services and quality, impactful work.

OUR COMMITMENT



At Ombudsman Ontario, we are dedicated to being an effective agent of positive change for the people of Ontario.

We do this by standing for the rights and well-being of Ontarians, ensuring their voices are heard, grievances are addressed, and public services are delivered with the utmost professionalism and fairness.

Through exemplary ombudsmanship, we validate good service and fair treatment by government and public sector agencies and provide constructive recommendations for corrective action and improvement where warranted. We strive to enhance the quality of government and public services and contribute to the overall betterment of the lives of Ontarians.

In pursuit of this goal, we are pleased to present Ombudsman Ontario's strategic plan for the next three years. This plan was carefully crafted to ensure the continual progress and advancement of Ombudsman Ontario's goal of being an impactful agent of positive change, enhancing fairness, accountability and transparency in government and the public sector, while promoting a deep respect for the rights of all Ontarians.



OUR STRATEGIC PRIORITIES

Our strategic priorities outline how our work supports our vision and mission. These strategic priorities create a framework for our three-year strategic goals, objectives, and action plans.

PILLAR 1

Prioritize service excellence and value for all Ontarians.

Strive for unparalleled service excellence and value through innovative solutions and a steadfast commitment to meeting the diverse needs of Ontarians.

1. Elevate our public profile to increase awareness of and engagement with Ombudsman Ontario.
2. Employ technology to optimize accessibility and service delivery to Ontarians.
3. Leverage our data to ensure we remain responsive to the evolving needs of Ontarians.
4. Embed principles of Truth and Reconciliation across our operations.

PILLAR 2

Strengthen and improve public services through exemplary Ombudsmanship.

Strengthen and improve public services for the benefit of Ontarians by promoting accountability, transparency, fairness and a respect for rights.

1. Maximize the impact of our case resolutions and investigations to improve public sector services.
2. Practice proactive ombudsmanship through education and appropriate information sharing with government and public sector bodies.
3. Establish ourselves as global leaders in our field, recognized for excellence in enhancing governance through impactful, high-quality work.

PILLAR 3

Foster a workplace that empowers and unifies our team.

Foster an environment where our team is empowered, valued and united in a shared sense of purpose.

1. Continue to build a team of diverse and experienced professionals who are committed to our mission, vision and values.
2. Cultivate a unified, equitable and inclusive workplace culture that enables and supports our team.
3. Promote excellence and continuous development of our team.



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