

Local Government Ombudsman annual report.

Commission for Local Administration in England - 2019



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Annual Report 2018

University reconsiders its decision not to release student An international student requested to be released from their university course to enable study with a different provider located in another state, on compassionate grounds due to family circumstances. The Commission will also have to ensure that services in French of a quality equal to those in English are provided to any person wishing to receive — or provide — information about the investigation. Complaints Received In 2018-19, the Office received 1,964 complaints, with 2,109 separate allegations, and finalised 1,986 complaints.

State of Iowa Ombudsman releases annual report

We receive numerous complaints about the lack of bilingual staff at ServiceOntario outlets.

Annual Report 2018

Complaints finalised at initial assessment A quarter 25% of the 874 complaints finalised at initial assessment were referred back to the public authority to provide it with an opportunity to resolve the matter before investigation by the Ombudsman. I also recognize the exceptional work of a team motivated to offer outstanding service to complainants and explore avenues to resolve the issues they raise.

Annual Report & Accounts

When he went to the cashier, the LCBO employee did not acknowledge that he had the right to interact with her in French. Our Office handles more than 25,000 complaints per year, most of which are resolved without formal investigation.

State of Iowa Ombudsman releases annual report

The machine had been installed by the Office of Housing and so Diane asked them for it to be fixed. In 2015, the Ministry of the Attorney General announced a pilot project at the Ottawa courthouse to ensure quick and seamless access to justice in French. These relationship-building efforts have given me a clear understanding of the barriers to accessing services, whether those barriers are encountered by individual citizens or by the public sector.

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