



<b>Department or Category</b>	<b>Total</b>	<b>Assist. Rendered</b>	<b>Declined</b>	<b>Discon. (Client)</b>	<b>Discon. (Omb.)</b>	<b>Info. Supplied</b>	<b>Not Supported</b>	<b>Part. Resolved</b>	<b>Recomm.</b>	<b>Resolved</b>	<b>Pending</b>
General	11	-	-	-	-	3	5	-	-	1	2
Employment Standards	3	-	-	-	-	1	2	-	-	-	-
Manitoba Labour Board	5	-	-	-	-	-	2	-	-	1	2
<b>Manitoba Justice</b>	<b>269</b>										
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 Insitution	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	-
<b>Natural Resources</b>	<b>22</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>12</b>
<b>Northern Affairs</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>Rural Development</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>
<b>Municipalities</b>	<b>76</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>22</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>21</b>
<b><u>Corporations</u></b>											
<b>Corp. &amp; Extra Departmentals</b>	<b>215</b>										
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
<b><u>Non-Jurisdictional</u></b>											
<b>City of Winnipeg</b>	<b>5</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>Federal Departments &amp; Agencies</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Private Matters	31	7	4	-	1	18	1	-	-	-	-
Doctors	1	-	-	-	-	1	-	-	-	-	-
Lawyers	1	-	-	-	-	1	-	-	-	-	-
Schools	2	-	-	-	-	2	-	-	-	-	-

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

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 categories 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
<b><u>Departments</u></b>											
<b>Agriculture</b>	<b>5</b>	-	-	-	1	1	-	-	1	1	1
<b>Consumer &amp; Corporate Affairs</b>	<b>7</b>										
Consumers Bureau	1	-	-	-	-	1	-	-	-	-	-
Manitoba Securities Commission	2	-	-	-	-	-	-	-	-	-	2
Residential Tenancies Branch	4	-	-	-	-	-	2	-	-	2	-
<b>Education &amp; Training</b>	<b>1</b>										
Student Financial Assistance	1	-	-	-	-	-	1	-	-	-	-
<b>Environment</b>	<b>1</b>	-	-	-	-	1	-	-	-	-	-
<b>Family Services</b>	<b>22</b>										
General	10	1	-	-	1	1	1	3	-	-	3
Child & Family Services	7	-	-	1	-	-	2	2	-	2	-
Income Security	5	-	-	-	-	3	1	-	-	1	-
<b>Government Services</b>	<b>1</b>	-	-	-	-	-	-	-	-	1	-
<b>Health</b>	<b>8</b>										
General	5	-	-	-	1	2	2	-	-	-	-
Mental Health	1	-	-	-	-	-	-	-	-	-	1
Brandon Mental Health	1	-	-	-	-	-	-	1	-	-	-
Health Sciences Centre	1	-	-	-	-	-	-	-	-	-	1
<b>Highways and Transportation</b>	<b>5</b>										
General	3	-	-	-	-	-	-	-	-	1	2
Driver & Vehicle Licencing	2	-	-	-	-	1	-	-	-	1	-
<b>Housing</b>	<b>3</b>	-	-	1	-	1	1	-	-	-	-
<b>Manitoba Labour</b>	<b>7</b>										
General	4	-	-	-	-	2	1	-	-	1	-
Manitoba Labour Board	3	-	-	-	-	3	-	-	-	-	-
<b>Manitoba Justice</b>	<b>60</b>										
General	8	-	-	1	1	2	2	-	-	-	2
Agassiz Youth Centre	3	2	-	-	-	-	1	-	-	-	-
Brandon Correctional Institution	5	-	-	-	-	-	-	1	-	3	1
Headingley Correctional Inst	10	-	-	2	-	4	2	-	-	-	2
Milner Ridge Correctional Inst.	4	-	-	-	1	-	3	-	-	-	-
Portage Correctional Institution	2	-	-	-	-	-	1	-	-	1	-
Winnipeg Remand Centre	9	1	-	-	-	-	4	1	-	1	2

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