



ONTARIO'S WATCHDOG  
CHIEN DE GARDE DE L'ONTARIO

**Via Mail and Email**

Cathy Saunders, City Clerk  
City of London  
300 Dufferin Avenue  
P.O. Box 5035  
London, ON N6A 4L9

May 12, 2016

Dear Ms. Saunders:

Thank you for your letter regarding a resolution made by council for the City of London on March 22, 2016. As part of that resolution, council directed staff to ask the Ombudsman, "to put in place a process that publicly discloses that an investigation is being undertaken", and "to confirm, in writing, that the municipality may publicly disclose that an investigation has been commenced and the general nature of the investigation".

Section 18(1) of the *Ombudsman Act* requires the Ombudsman to inform the head of an affected public sector body of his intent to investigate before investigating any matter. Section 18(2) of the Act provides that investigations conducted by the Ombudsman shall be conducted in private. This means that, although the fact that a complaint has been received and an investigation is ongoing may be disclosed to the public, the Ombudsman's investigation itself is conducted in private.

Although the Ombudsman may choose to publicly announce an investigation in some cases, such as where there is a high degree of public interest or where persons directly affected may wish to come forward, the Ombudsman does not make a public announcement each time an investigation is launched. Should the City of London wish to publicly confirm that it has received notice of an Ombudsman investigation, there is nothing preventing the City from doing so.

Please feel free to contact me at 416-646-2103 or by email at [jbull@ombudsman.on.ca](mailto:jbull@ombudsman.on.ca) if you have any further questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joanna Bull'.

Joanna Bull  
Counsel  
Office of the Ontario Ombudsman

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