



Yukon
Ombudsman



Yukon
Information
and Privacy
Commissioner



Yukon
Public Interest
Disclosure
Commissioner

NEWS RELEASE

FOR IMMEDIATE RELEASE

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Annual report highlights office is busier than ever

WHITEHORSE – Our office, which serves as three offices in one, has become busier. The [Yukon Ombudsman](#), [Information and Privacy Commissioner](#) (IPC), and the [Public Interest Disclosure Commissioner](#) (PIDC), Jason Pedlar, has released his first annual report that highlights an increase in cases, quick and effective resolution of files, and opportunities for change to better serve Yukoners.

The [2022 Annual Report](#) shows that our work had an 18% increase in files compared to 2021. We had a 32% increase with access to information and privacy complaints, followed by a 26% increase in Ombudsman complaint investigations. The majority (79%) of our 2022 files were with the IPC that oversees the *Access to Information and Protection of Privacy Act* (ATIPPA) and the *Health Information Privacy and Management Act* (HIPMA). The five public investigation reports that were issued from our office came from the IPC.



“The majority of our complaint cases are resolved through informal investigations and are often closed quicker than our statutory deadlines”, said [Jason Pedlar](#), Yukon Ombudsman, IPC and PIDC. “However, if we are unable to reach a resolution informally or if we believe that a matter may be systemic, widespread, or have a broad public interest, the matter will then go to our Formal Investigation team,” said Pedlar.

The Ombudsman substantiated or partially substantiated 66% of complaints, with 92% of those complaints filed against the Government of Yukon. We also oversee other public authorities, such as, Yukon University, our hospitals, boards, professional and occupational associations, etc.

The PIDC had triple the inquiries this reporting year and opened two new files. Our investigators closed 14 files, 13 were carried over from previous years.

The Annual Report also identifies opportunities for improvement that would better serve Yukoners. IPC recommendations continue to be rejected by *public bodies* - only 19% of our recommendations out of four of our formal investigations were accepted. Pedlar also identifies how the low number of privacy breaches may be an indication that they are not being reported. He also explains how Yukon is one of the few jurisdictions in Canada to not oversee municipalities, and the only office in Canada who cannot investigate an issue (own motion) without a public complaint.

The 2022 Annual Report is now available on our website in [English](#) and in [French](#), and will be followed by the 2023/24 Annual Report this fall.

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About us:

The Yukon Ombudsman, Information and Privacy Commissioner, and Public Interest Disclosure Commissioner is an independent officer of the Yukon Legislative Assembly working to protect the public interest.

The [Yukon Ombudsman](#) promotes and protects fairness in the delivery of public services provided by Government of and other public authorities. If a citizen has been treated unfairly when engaging these services, we work to resolve the unfairness. The Ombudsman also works proactively with *authorities* to assist them in delivering services more fairly.

The [Information and Privacy Commissioner](#) (IPC) is responsible for ensuring that citizens have access to information held by *public bodies*, or personal or health information held by *public bodies* and *custodians*. The IPC helps to ensure compliance and to independently investigate matters involving access to information or the protection of privacy. If citizens are denied access to information by these bodies or believe their privacy was breached, we work ensure compliance with our access and privacy legislation. The IPC also works proactively with *public bodies* and health *custodians* to make information more accessible and to better protect personal and health information privacy.

The [Public Interest Disclosure Commissioner](#) (PIDC) investigates disclosures of wrongdoing and complaints about reprisal. If an employee of a *public entity* discloses a wrongdoing, we work to investigate the wrongdoing and work to correct it. If a discloser of a wrongdoing is reprisal against, we work to ensure they are protected.

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Contact:

Tara Martin

Director of Intake and Informal Case Resolution

Office of the Yukon Ombudsman, Information and Privacy Commissioner & Public Interest Disclosure Commissioner

communications@yukonombudsman.ca

867-667-8480

www.yukonombudsman.ca