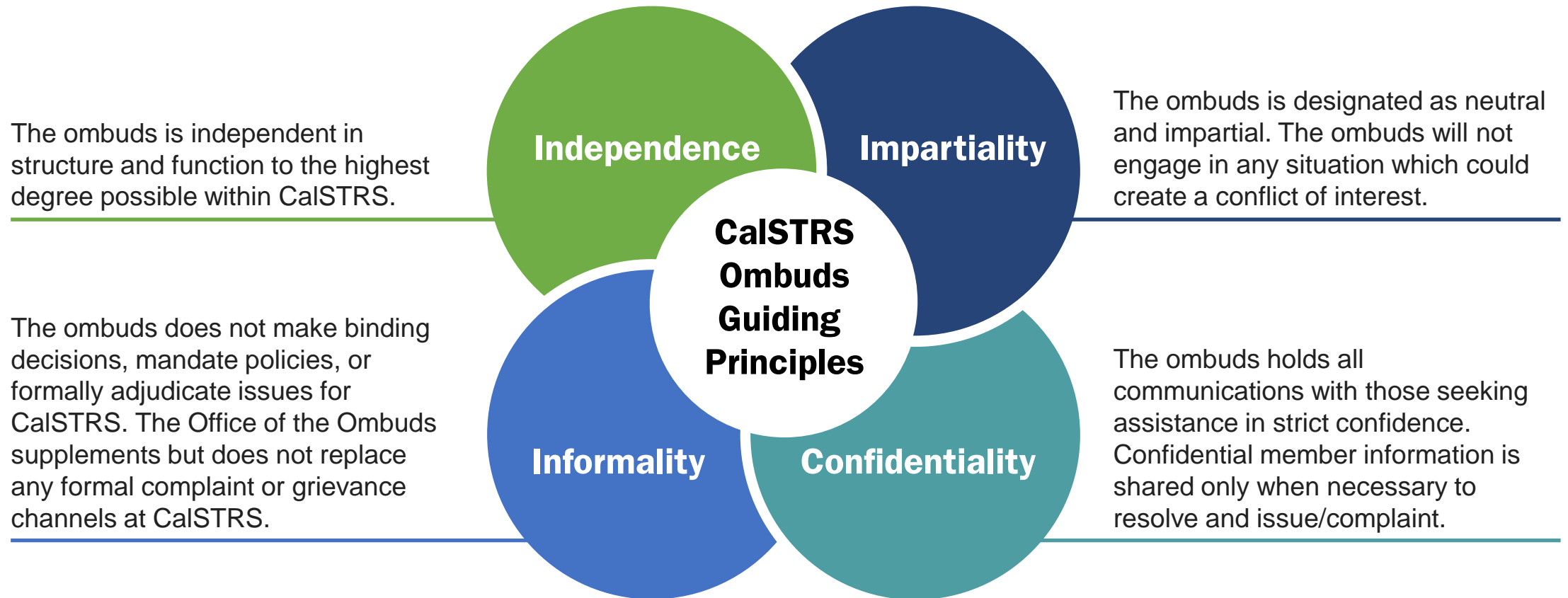


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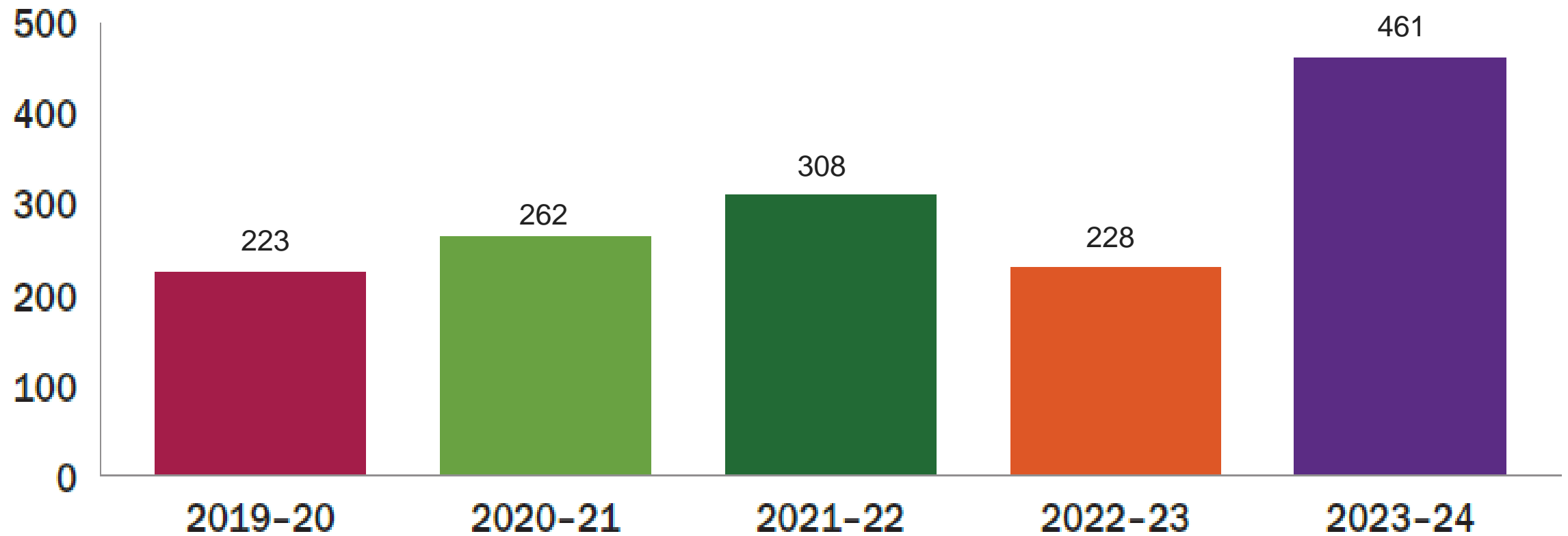
Office of the Ombuds  
2023/24 Annual ombuds report



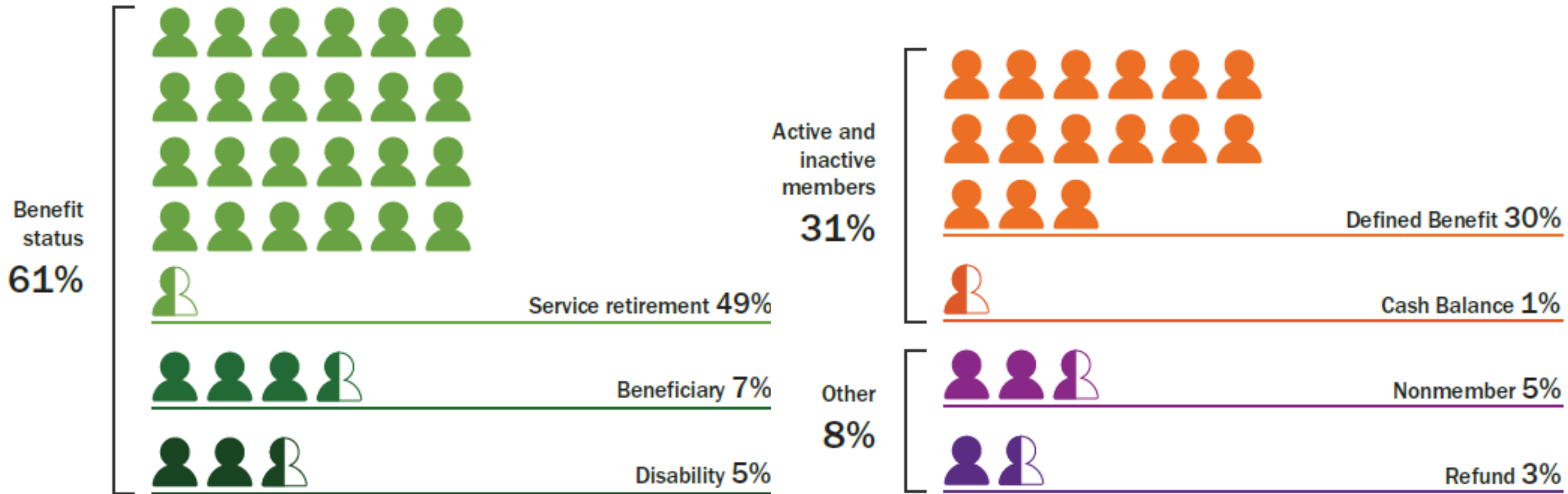
# Guiding principles of practice



# Total ombuds cases

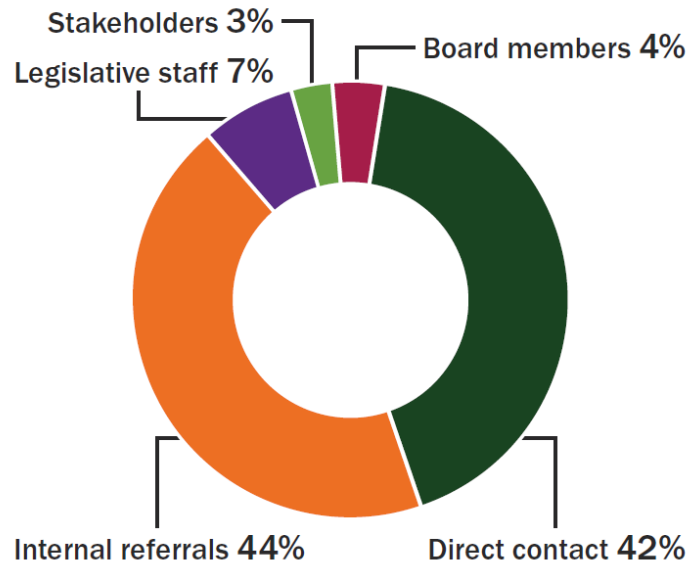


# Contact demographics

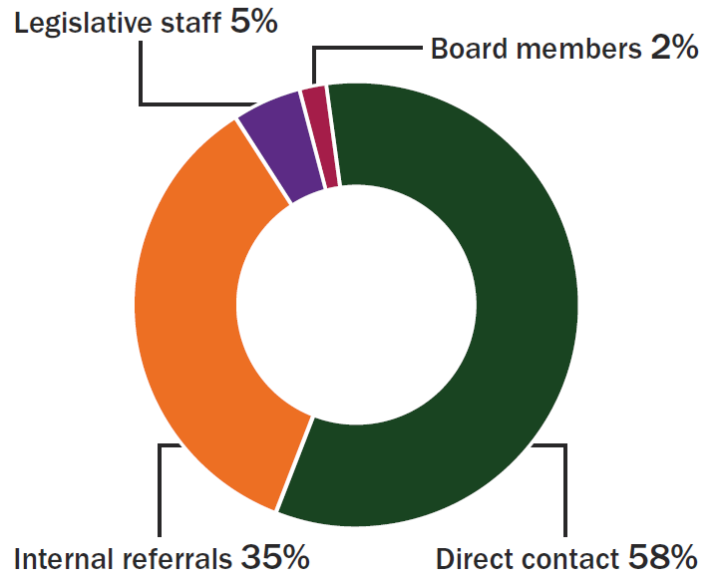


# Referrals

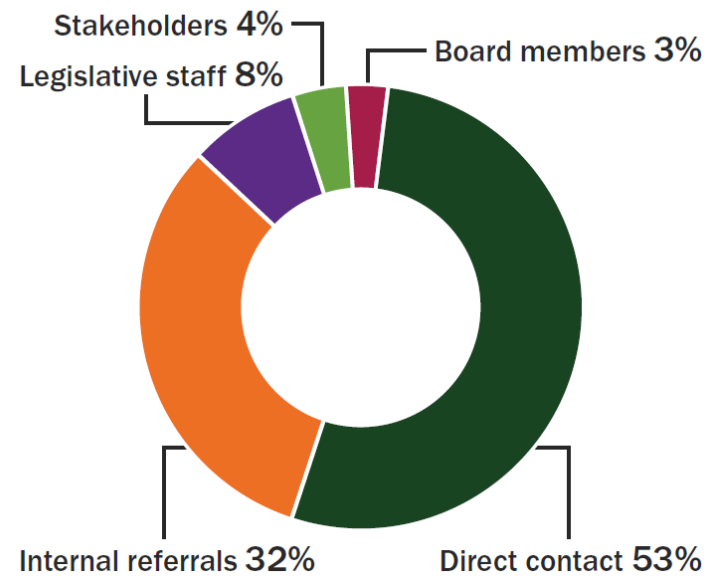
FY 2023-24



FY 2021-22

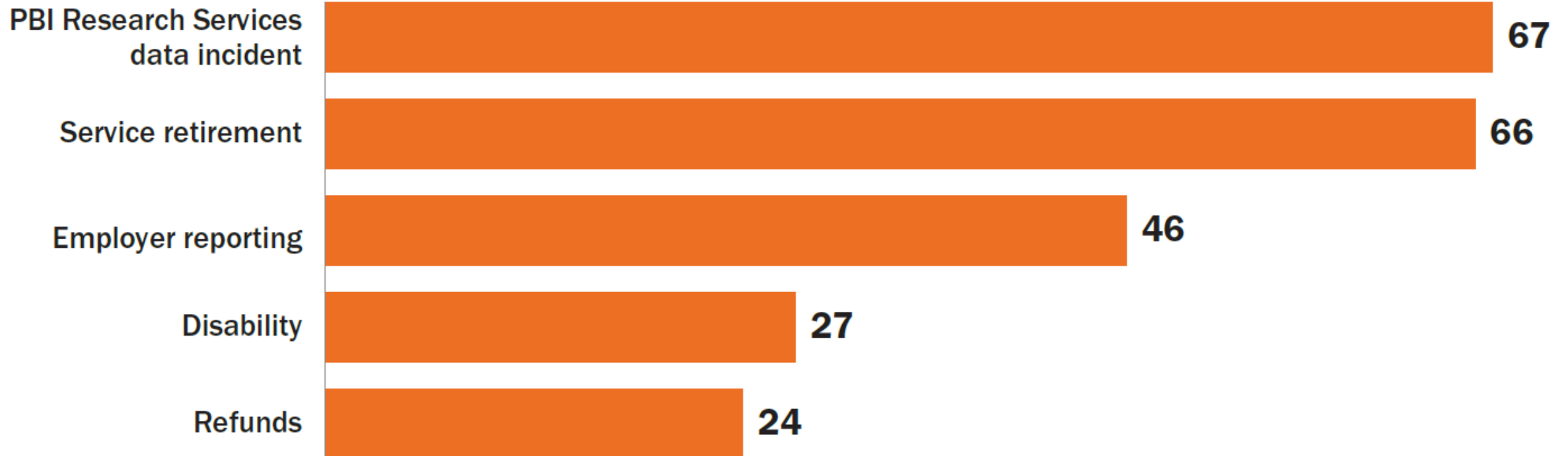


FY 2022-23

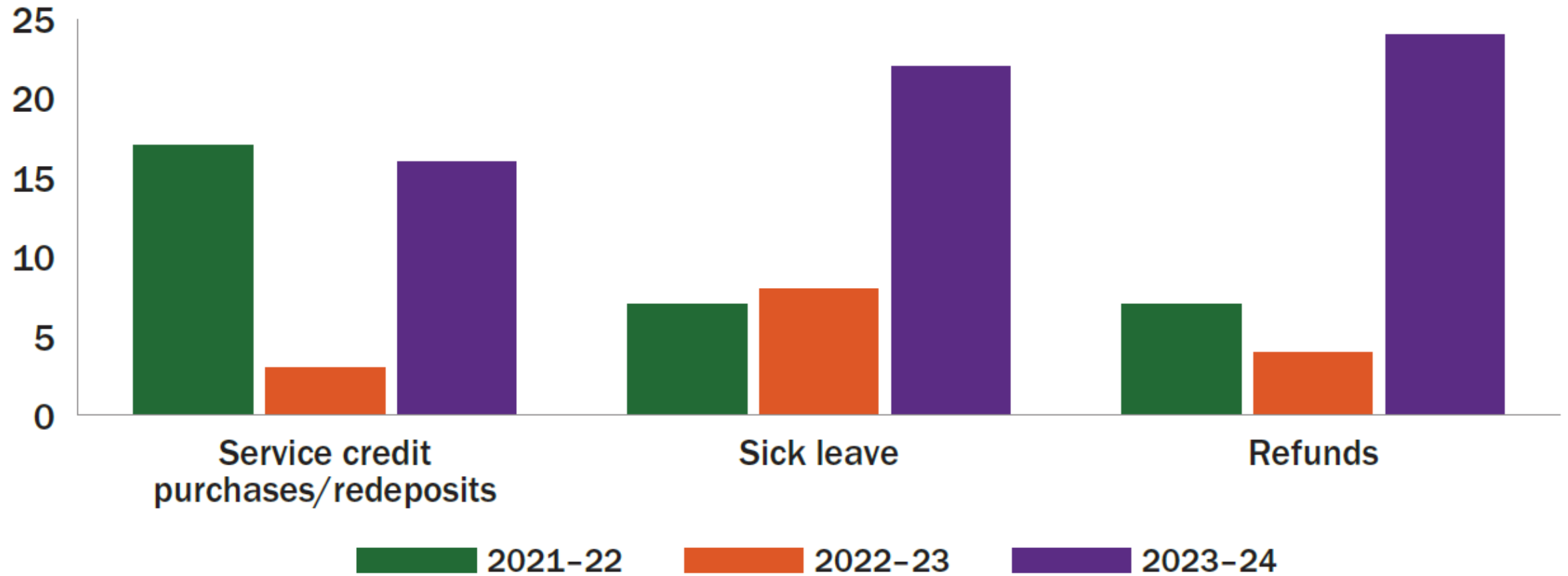


# Common Topics

## Top five cases



# Biggest increases



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