



OmbudsPEI highlights continued increase in enquiries by Islanders and case summaries in 2025-26 annual report.

CHARLOTTETOWN, PEI – The Island’s Ombudsperson’s Office has released its 2025-26 annual report, summarizing the office’s increase in use of services and operations in its fourth year since opening.

Tabled on June 22, the report highlights a 16% increase in use of OmbudsPEI’s services over the 2024-25 fiscal year, and a 29% increase over 2023-24. Over the last year, OmbudsPEI received 410 contacts, and saw increases in email, in-person visits and online submissions by Islander’s looking to submit complaints.

The 2025-26 report also marks the appointment of PEI’s second Ombudsperson and Public Interest Disclosure Commissioner, Matthew Chapman, who stepped into the acting role in January 2026 and was appointed in April 2026. On the year in review, Chapman says he is proud of his dedicated staff, who advance fairness across PEI every day, and is thankful for the trust placed in him.

“After spending the last 4 years helping establish the office, I am now grateful for the opportunity to lead it. It is the dedication and passion of my staff that have made OmbudsPEI the effective oversight body that it is. As we continue to advocate for fairness in the delivery of programs and services across the Island, I am heartened to know that OmbudsPEI is well positioned to fulfill its essential mandate.”

The 2025-26 annual report also highlights 10 case summaries completed over the year, detailing the work by both OmbudsPEI and the Island’s public authorities to resolve complaints received by the office.

A copy of the report is available to the public on our website at www.ombudspei.ca/cases-and-reports/.

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About OmbudsPEI

As an independent office of the Legislature, OmbudsPEI investigates complaints of unfair treatment by government agencies and provides general oversight of government's administrative processes under the *Ombudsperson Act*. The Ombudsperson has a broad mandate to investigate complaints about unfair treatment, process or decisions by public sector agencies such as government ministries, agencies boards and commissions, municipalities and Health PEI.

OmbudsPEI promotes fairness, transparency and accountability in the public sector to enhance good governance and public confidence in government. Our work improves public services for all Islanders.

If any Islander believes they have experienced unfairness in their interactions with a provincial agency, they can contact OmbudsPEI to explore options for making a complaint. Our services are free and confidential.

Matthew Chapman also serves as PEI's Public Interest Disclosure Commissioner pursuant to his appointment under the *Public Interest Disclosure and Whistleblower Protection Act*. Public servants can report wrongdoing by making a protected disclosure or complaint about a reprisal to the office.

For more information about OmbudsPEI, visit ombudspei.ca.