

How to make a complaint

If you need help resolving an access or privacy complaint, you can submit a complaint to the OIPC.

1

TRY TO RESOLVE THE COMPLAINT

Before contacting the OIPC, first try to resolve the complaint with the public body or organization. Submit your complaint to them in writing, and provide as much detail as possible, including how you believe they did not comply with FIPPA or PIPA. Give them 30 days to respond.

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SUBMIT YOUR COMPLAINT TO THE OIPC

If Step 1 is unsuccessful, you can submit a written complaint to the OIPC by providing a concise description of the circumstances.

If submitting an **access** complaint, provide a copy of the original request and any response received.

For a **privacy** complaint, include all correspondence, such as a copy of your complaint to the public body or organization and their response.

If you are unable to make a written complaint, you can call (250) 387-5629 for assistance.

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WHAT HAPPENS NEXT

A **case review officer** will review your complaint, and may assign it to an investigator who will attempt to resolve the matter and will make a finding.

If the matter cannot be resolved, it may be referred to our **adjudication** division and may proceed to a written inquiry, which could result in a legally binding order.