



## Office of the Information Commissioner of Canada Commissariat à l'information du Canada

### Complaint form

#### Instructions

- Complete all the parts of this form marked as “required” and any others for which you have information. Having to contact you to get missing details may delay the processing of your complaint by the Office of the Information Commissioner (OIC) Registry.
- Include all documents related to your complaint. (See lists in Section 3.) **Note:** Do not send personal identity documents the institution may have asked for, such as your driver’s licence or passport. These items are not necessary for the OIC Registry to process your complaint.

**Important:** If you are submitting this complaint on behalf of the person who made the related access request, or on behalf of someone else for another reason, they must authorize you to act for them. Have that person complete and sign [this form](#). Submit the completed and signed form with the complaint.

**More information:** [Frequently asked questions](#); [Submit a complaint](#)

#### Submit your complaint

- By email to [Grefe-Registry@oic-ci.gc.ca](mailto:Grefe-Registry@oic-ci.gc.ca)
- By mail to the following address:

Office of the Information Commissioner  
30 Victoria Street, 7th Floor  
Gatineau QC K1A 1H3

#### **Remember**

Include the completed complaint form and any related documents (particularly the [authorization form](#), when necessary) in your email or envelope.

Do you need help to submit your complaint?

Contact the OIC Registry: [Grefe-Registry@oic-ci.gc.ca](mailto:Grefe-Registry@oic-ci.gc.ca) or 1-800-267-0441.

#### Do you need an accommodation to submit your complaint?

To request accommodations for a disability or to speak to someone about needs related to one of the grounds of discrimination under the [Canadian Human Rights Act](#), contact the OIC Registry: [Grefe-Registry@oic-ci.gc.ca](mailto:Grefe-Registry@oic-ci.gc.ca) or 1-800-267-0441.

It is your responsibility to keep your contact information up to date with the OIC. (Likewise, any person you authorize to act on your behalf must keep their contact information current.) The OIC sends correspondence and documents only to the email or mailing address it has on file.

# 1. Contact information *(required)*

- [If you are submitting this complaint on your own behalf, complete Section 1a.](#)
- [If you are submitting this complaint for someone else, complete Section 1b.](#)

## 1a. I am submitting this complaint on my own behalf

(including if you are a lawyer, representative or organization who made the access request on someone's behalf, because the complainant must be the person or corporation who made the access request)

First name: \_\_\_\_\_ *(required)*

Last name: \_\_\_\_\_ *(required)*

### Address *(all required)*

Street address: \_\_\_\_\_

City/town, province/territory: \_\_\_\_\_

Country: \_\_\_\_\_ Postal code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

How would you like the Office of the Information Commissioner (OIC) to contact you about this complaint? **Choose only one option.**

Email Email address: \_\_\_\_\_ *(required)*

Telephone Telephone number: \_\_\_\_\_ *(required)*

How would you like to receive correspondence and reports from the OIC related to this complaint? **Choose only one option.**

Email  As above Email address: \_\_\_\_\_ *(required)*

Mail  As above or enter address below *(all fields required)*

Street address: \_\_\_\_\_

City/town, province/territory: \_\_\_\_\_

Country: \_\_\_\_\_ Postal code: \_\_\_\_\_

It is your responsibility to keep your contact information up to date with the OIC. The OIC sends correspondence and documents only to the email or mailing address it has on file.

Which official language should the OIC use to communicate with you about this complaint?

**Choose only one option.** English  French

[Go to Section 2.](#)

1b. I am submitting this complaint for someone else

Complete this section when someone has authorized you in writing [using this form](#) to submit this complaint and act on their behalf.

First name of this person: \_\_\_\_\_ (required)

Last name of this person: \_\_\_\_\_ (required)

Address of this person (all fields required)

Street address: \_\_\_\_\_

City/town, province/territory: \_\_\_\_\_

Country: \_\_\_\_\_ Postal code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Your first name: \_\_\_\_\_ (required)

Your last name: \_\_\_\_\_ (required)

How would you like the Office of the Information Commissioner (OIC) to contact you about this complaint. **Choose only one option.**

Email Email address : \_\_\_\_\_ (required)

Telephone Telephone number: \_\_\_\_\_ (required)

How would you like to receive correspondence and reports from the OIC related to this complaint?

**Choose only one option.**

Email  As above Email address: \_\_\_\_\_ (required)

Mail (all fields required)

Street address: \_\_\_\_\_

City/town, province/territory: \_\_\_\_\_

Country: \_\_\_\_\_ Postal code: \_\_\_\_\_

It is your responsibility to keep your contact information up to date with the OIC. The OIC sends correspondence and documents only to the email or mailing address it has on file.

Which official language should the OIC use to communicate with you about this complaint?

**Choose only one option.** English  French

The person you are submitting this complaint for must authorize you to do so:

- Ask this person to complete and sign the [OIC authorization form](#).
- Submit the completed authorization form with any other documents supporting the complaint.

I will attach the authorization form completed by the person I am submitting this complaint for (required)

## 2. Did you make an access request to a government institution?

Yes  No  (required)

- [If you answered “yes,” answer the questions below and then go to section 3a.](#)
- [If you answered “no,” go directly to section 3b.](#)

### Access request

What is the name of the institution to which you made the access request?

\_\_\_\_\_ (required)

What is the file number the institution assigned to the access request? (These numbers usually start with “A.” If you did not receive a number, enter “N/A,” “None” or another unique identifier.)

\_\_\_\_\_ (required if you received this number)

If you are complaining about the same thing (e.g. a delay in responding) with regard to more than one access request you made to the same institution, list all the access request numbers:

Have you already submitted a complaint(s) to the OIC related to this access request(s)?

Yes  No  (required)

If yes, what is the OIC file number for that complaint(s)? (These numbers usually start with “58xx.” If you did not receive a number, enter “N/A,” “None” or another unique identifier.)

[Go to section 3a.](#)

## 3a. What is your complaint about? (You made an access request.)

I am complaining because I did not receive a response to my access request.

A response to an access request must be in writing and indicate whether the institution is giving access to any or all of the records you requested. If the institution refuses to give access, it must explain why.

Did you receive a response to your access request? Yes  No  (required)

If **yes**, when? \_\_\_\_\_ 

**Note:** If you **already received a response** to your access request, the OIC **may** not investigate any of the allegations listed below.


Check all of the following that apply to your complaint **(required)**:

More than 30 days have passed since I made my access request and I have not received a response.

The institution extended the period for responding to my access request, but the new time limit has passed and I have not received a response.


When did you make your access request? \_\_\_\_\_  **(required)**


Did the institution inform you that it had received your access request? Yes  No  **(required)**

If **yes**, when? \_\_\_\_\_ 

Did the institution inform you that it had extended the period for responding to your access request?


Yes  No  **(required)**

If **yes**, when? \_\_\_\_\_ 

When did you first become aware that the institution had not responded to your access request by the 30-day or extended time limit? \_\_\_\_\_  **(required)**

Provide a brief summary of the facts supporting your complaint, explain why you are dissatisfied and explain what made you aware that the institution had not responded to your access request by the 30-day or extended time limit:

I am complaining about the notice I received from the institution that it had extended the period for responding to my access request.

When did you receive this notice? \_\_\_\_\_  **(required)**

Check all of the following that apply to your complaint **(required)**:

The institution did not take the extension within 30 days after receiving my access request.

The length of the extension is unreasonable.


The institution did not extend the time for a legitimate reason or did not show that the extension is necessary.

**Legitimate reasons for extending the time to respond to an access request:** the institution must search through or for a large volume of records, consult another organization(s) or consult a third party(ies).

Other (explain what you are complaining about in the box below)

Provide a brief summary of the facts supporting your complaint and explain why you are dissatisfied:

I am complaining about the notice I received from the institution that it had transferred my access request to another institution.

When did you receive this notice? \_\_\_\_\_  (required)

Check all of the following that apply to your complaint (required):

The institution should not have transferred my access request to another institution.


The institution took longer than 15 days after receiving my request to transfer it to another institution.

Other (explain what you are complaining about in the box below)

Provide a brief summary of the facts supporting your complaint and explain why you are dissatisfied:

I am complaining about the response I received to my access request.

The response to an access request must be in writing and indicate whether the institution is giving access to any or all of the records you requested. If the institution refuses to give access, it must explain why.

When did you receive the response? \_\_\_\_\_  (required)

**Note:** The OIC **may** not investigate any of the allegations listed below if you **did not receive a response**.

Check all of the following that apply to your complaint (required):


- The institution refused to disclose some or all of the records I had requested, citing specific exemptions/exclusions under the *Access to Information Act*.
- The institution did not search for the records I had requested and/or I believe that additional records exist.
- The institution told me that some or all of the records I had requested do not exist.
- The institution told me the records are not under its control so it cannot provide them to me.
- The institution did not give me access to the records in the official language I had requested.
- The institution did not give me access to the records in the format I had requested.
- Other (explain what you are complaining about in the box below)

Provide a brief summary of the facts supporting your complaint and explain why you are dissatisfied:

I am complaining about the fees related to my access request.

Provide a brief summary of the facts supporting your complaint and explain why you are dissatisfied:

I am complaining about another matter related to requesting or obtaining access to records under Part 1 of the *Access to Information Act*.

When did you first become aware of this matter? \_\_\_\_\_  (required)

Explain what you are complaining about (with a brief summary of the facts supporting your complaint) and what caused you to become aware of this matter

## Supporting documents

Submit all of the following that you have:

- Copy of your access request
- Copy of any notices you received from the institution (e.g. about an extension of time, transfer of your access request, waiver of application fee)
- Copy of the institution's letter/email with the response to your access request
- Copy of any correspondence from the institution related to your access request (e.g. an email informing you it received your request) and/or that may support your complaint
- [Authorization form](#) completed and signed by the person you are submitting this complaint for (**required** when you are submitting this complaint for someone else)

[Go to section 4.](#)

### 3b. What is your complaint about? (You did not make an access request.)

What is the name of the institution about which you are complaining?

\_\_\_\_\_ (required)


What is the file number the institution assigned to your matter, if any?

\_\_\_\_\_

Have you already submitted a complaint to the OIC about this matter?

Yes  No  (required)

If yes, what is the OIC file number for this complaint? (These numbers usually start with "58xx." If you did not receive a number, enter "N/A," "None" or another unique identifier.)

When did you first become aware of this matter? \_\_\_\_\_ 

Explain what you are complaining about (with a brief summary of the facts supporting your complaint) and what caused you to become aware of this matter:

### Supporting documents

Submit all of the following that you have:

- Copies of any correspondence from the institution and/or other parties that may support your complaint
- Any other documents relevant to your complaint
- [Authorization form](#) completed and signed by the person you are submitting this complaint for (**required** when you are submitting this complaint for someone else)

[Go to section 4.](#)

## 4. Confirmation (required)

- Confirm you have read the privacy notice and then print your name, and sign and date [this form](#).
- If you are submitting this complaint for someone else, **do not** ask that person to do this.

### Privacy notice

The Office of the Information Commissioner (OIC) collects and uses the personal information submitted via its complaint form and the form authorizing someone to act on a complainant's behalf in order to investigate complaints under the *Access to Information Act*. The information is protected under this Act and the *Privacy Act*. The OIC does not share personal information with other parties (e.g. the institution, a third party), except when it is necessary to do so in order to investigate complaints. Not submitting personal information such as names and contact information may make it impossible for the OIC Registry to process complaints.

The electronic process for submitting complaints is designed to safeguard personal information of low sensitivity, such as names and contact information, during transmission. Individuals wishing to submit personal information of greater sensitivity should contact the OIC Registry: [Greffe-Registry@oic-ci.gc.ca](mailto:Greffe-Registry@oic-ci.gc.ca) or 1-800-267-0441.

Consult the Personal Information Bank "Complaint Investigations" ([OIC PPU 3100](#)) for information about the OIC's collection, use, retention and disposition of personal information submitted with complaints and received during complaint investigations.

Questions about how the OIC handles personal information, or requests to access or correct personal information submitted to the OIC, should be directed to the OIC's [Access to Information and Privacy Secretariat](#). Concerns or complaints about the OIC's handling of personal information should be directed to the [Office of the Privacy Commissioner](#).

I confirm I have read this privacy notice.

### Confirmation

By printing my name below, I confirm that all of the information contained in this form and attachment(s) is accurate to the best of my knowledge. I also acknowledge that I am required to keep my contact information up to date with the OIC and that the OIC may cease to investigate this complaint if I fail to do so and the OIC cannot communicate with me.

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Date

