

EXEMPTION AND/OR EXCLUSION COMPLAINTS

HERE'S WHAT HAPPENS WHEN WE RECEIVE YOUR COMPLAINT

We review your complaint to make sure it is valid.

If it is, we collect the documents we need to investigate.



How long will it take?

9

months or less

(from the date the complaint is assigned to an investigator)

Why it might take longer

- We need more information from you.
- There are delays in hearing back from you or the institution.
- The matter is complex.
- There are many records involved which means the institution needs more time to gather or review them.
- Related legal issues.

We assign your complaint to an investigator.

This may not happen right away due to workload.

INVESTIGATOR

Discusses



the complaint with you and the institution.

Plans



the investigation.

Reviews



the documents from the institution.



Investigator analyzes the exemptions/exclusions the institution used.



Institution reviews and responds to the investigator's analysis.



Response satisfies us

Outstanding issues

Investigation concluded



You receive a letter from us (report of findings) reviewing the investigation and giving our analysis and conclusions.

OIC managers get involved to help resolve your complaint.

Response satisfies us

Outstanding issues



We send a letter to the institution asking for a written response to our preliminary conclusions.



The institution responds to our letter.
We analyze the institution's response.

Response satisfies us

Outstanding issues

The Commissioner writes to the head of the institution with recommendations to resolve your complaint.



The head of the institution writes to the Commissioner indicating whether it will implement the recommendations.

Response satisfies us

Outstanding issues

Investigation concluded



You receive a letter from us (report of findings) reviewing the investigation and giving our analysis and conclusions.



We may ask for your consent to take any outstanding issues to court.



Information
Commissioner
of Canada

Commissaire
à l'information
du Canada