



Personal Information Protection Act (“PIPA”)

HOW TO FILE A COMPLAINT TO AN ORGANIZATION

PIPA gives the public a right to file a complaint with the Office of the Information and Privacy Commissioner (“OIPC”) about any of the following:

- A duty required by the act has not been performed
- An extension of time for responding to a request is not in accordance with the Act
- A correction request was refused without justification
- A fee required is inappropriate
- Personal information has been inappropriately collected, used or disclosed by an organization
- A search for records was not adequate

It is the policy of the OIPC to defer investigating a complaint if the complainant has not first given the organization an opportunity to respond to and attempt to resolve the issue. To help the organization address your concerns, we recommend you **complete this form and give it to the organization.** Once you have had a response from the organization, if you remain dissatisfied, you may contact the OIPC who will then consider whether further action is necessary.

| NAME OF ORGANIZATION TO WHICH YOU ARE DIRECTING YOUR COMPLAINT | | | |
|--|---|--|----------------|
| | | | |
| ORGANIZATION REQUEST/FILE NO. (if applicable) | | YOUR NAME | |
| | | First Name | Last Name |
| | | Pronoun | |
| YOUR ADDRESS | | | |
| Street, Apt.#, PO Box #, RR# | City/Town | Province | Postal Code |
| | | | |
| YOUR CONTACT INFORMATION | | | |
| Day Phone # | Alternate Phone # | Fax # | Email Address: |
| | | | |
| NATURE OF COMPLAINT | | | |
| Fee levied is inappropriate A time extension taken to respond to my access request is inappropriate No response received and no extension has been taken Extension has expired and no response received | Explanation for withholding information is insufficient Inappropriate collection of my personal information Inappropriate use of my personal information Inappropriate disclosure of my personal information | My personal information has not been adequately protected My correction request was refused without justification Organization did not respond openly, accurately and without delay Search for records not adequate | |

PROVIDE THE SPECIFICS / DETAILS OF YOUR COMPLAINT HERE**

WHAT RESOLUTION / REMEDY ARE YOU SEEKING?**

**Please attach a letter if there is not enough room on this form.

Signature: _____ Date: _____