

Date: July 14, 2026

OIPC Accommodation Policy

Last updated: May 2026

Purpose of Policy

1. The purpose of this policy is to ensure that every person can participate fully and equally in the OIPC's [review](#) and [complaint](#) processes under the *Personal Information Protection Act* (PIPA), and the *Freedom of Information and Protection of Privacy Act* (FIPPA).
2. This policy sets out:
 - a. when and how to request accommodation from the OIPC; and
 - b. how the OIPC will process requests for accommodation.

When to request accommodation

Request accommodation as soon as possible. You can request accommodation at any time in the process. However, the earlier that you request accommodation, the sooner the OIPC can respond.

How to request accommodation

The first step in requesting an accommodation from the OIPC is reaching out to your point of contact, via email, or phone, to request the accommodation.

If you have an open review or complaint, contact the Case Review Officer or Investigator assigned to your file to request an accommodation. If your matter is at inquiry, then submit your request to the Registrar.

If are submitting your accommodation request to the OIPC with your review or complaint, please indicate that you are requesting an accommodation in your submission, and our Case Review team will contact you to clarify your request.

Requests for more time to respond

If you require more time to respond to, or review, communication from the OIPC, you can request additional time to respond by contacting the Case Review Officer or Investigator assigned to your file, or with whom you are communicating.

Accommodation of communication needs

If you need documents in accessible formats (i.e. Word or large print), ask the Case Review Officer or Investigator assigned to your review or complaint. If you require communication in a certain format (i.e. only via email, or in writing), please advise the Case Review Officer or Investigator assigned to your review or complaint. If you require an interpreter, please fill out the OIPC's [Request for Spoken Language Interpretation Services](#) Form. Our team will review your request and arrange for the appropriate interpretation services.

Request for legal advice or representation

The OIPC cannot provide legal advice or representation.

What happens after you request accommodation?

Note: *In most cases, a request for documentation in an accessible or different format, additional time, or interpretation, will be addressed immediately with limited follow-up questions.*

When the OIPC receives a request for accommodation, the OIPC will respond, and may:

- tell you the accommodation will be provided;
- ask for more information before a decision to grant accommodation can be approved;
- tell you that another party has a right to respond and that you must share the information you gave to the OIPC with the other party, if you want to proceed with your request, or
- determine that the accommodation is not reasonable.

Once a decision is made regarding a requested accommodation, the OIPC will contact you, to advise you of the decision. If a decision is made to provide the accommodation, the OIPC will work with you, to put that accommodation into place.

What happens if the OIPC requires more information?

If the OIPC requests more information before making a decision regarding an accommodation, this may be in order to:

- clarify your request;
- determine if the requested accommodation is linked to personal characteristics protected under the *Human Rights Code*;
- better understand your needs; or
- consider the impact of the accommodation on other parties and the OIPC.

You must give the OIPC the information it reasonably needs to decide what accommodation is necessary and reasonable.

What happens if the OIPC decides another party has a right to respond?

If the OIPC decides that an accommodation could impact the rights of another party, it:

- will tell you that you must share the information that you gave to the OIPC with the other party, if you want to proceed with your request; and
- will give the other party a chance to respond before deciding your accommodation request

How does the OIPC decide whether an accommodation is reasonable?

The OIPC will consider the information you provide and, if applicable, the other party's response. The OIPC will consider whether the requested accommodation is necessary and reasonable, including how it affects:

- the parties' participation in the OIPC's processes;
- the timeliness of the OIPC's processes;
- the fairness of the OIPC's processes; and
- the OIPC's resources.

Privacy and accommodation requests

Unless you consent to sharing your personal information with other parties involved in your file or case, the OIPC will not provide any information you submitted to support your accommodation request with any other parties. If the accommodation is approved, and it is applicable, the OIPC may advise other parties that an accommodation has been approved.

Questions, comments or complaints?

You may send questions, comments or complaints about this policy, or the OIPC's broader [Accessibility Plan](#) to the OIPC in the following ways:

- Complete the online [Accessibility, Reconciliation, Diversity, Equity and Inclusion Feedback Form](#) on the OIPC website;
- Email info@oipc.bc.ca;
- Call 250-387-5629 (or contact us toll-free by calling Service BC and requesting a transfer to 250-387-5629); or
- Provide feedback in person, during a scheduled appointment.