



ARCS: 292-30
File: CFD-2019-93478

July 16, 2019

Sent via email:

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Children and Family Development. Your request is for:

Listing of all MCF Contract Managers for all MCF Contracted Agents in the Greater Victoria area, including Sidney, that Citizens are expected by the Minister of Children and Families, to contact directly, in order for the citizen to report concerns with quality of service, abusive and or misconduct towards the citizen, or the refusal of service; records relating to the proactive measures taken by MCF to ensure a Safe Reporting Environment for the reporting of citizen concerns to contracted agents of MCF; records of how MCF follows up and includes citizens in quality assurance processes to ensure safe services that are necessary and competent and for purposes of detecting fraud on the part of contracted agents. (Date Range for Record Search: From 06/03/2019 To 06/03/2019)

Please find enclosed a copy of the records located in response to the first portion of your request. These records are provided to you in their entirety. Please note that there were no responsive records for the remainder of your request.

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of ten business days after release. To find out more about Open Information, please access the Open Information website at: www.gov.bc.ca/openinformation

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If you have any questions regarding your request, please contact Meaghan Thorkelson, the analyst assigned to your request, at 250 356-2277. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 356-2277.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Meaghan Thorkelson', with a stylized, cursive script.

Meaghan Thorkelson, FOI Analyst
On behalf of Jamie Onciul, Manager
Social / Tech Team, Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.