



ARCS: 292-30  
File: JAG-2015-54112

April 26, 2016

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 Public Safety and Solicitor General. Your request is for:

*Records of all complaints received and/or being resolved issued by a complainant against a licensed security guard, i.e., licensed under Security Services Regulations as a security guard or security guard under license, or private security firm/company, and on the grounds of infringement(s) or breaches of the BC Security Services Act or Regulations and the Code of Conduct, including the following: If complaint against a company, the name of the company; If against an individual guard, the name of the company by which the guard was hired at the time of complaint; Where alleged incident took place; Description of the complaint including which part of the Security Services Act or Regulation the complainant alleges the guard/company contravened; Date complaint filed; Resulting repercussions or way in which complaint was concluded; If closed, the date complaint case closed. (Date Range for Record Search: From 01/01/2010 To 12/01/2015)*

The Ministry granted a full fee waiver of \$450.00 and agreed to create a spreadsheet for your request. Please find enclosed a copy of the records created in response to your request. Some information has been withheld pursuant to section 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

[http://www.bclaws.ca/civix/document/id/complete/statreg/96165\\_00](http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00)

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after electronic release or a minimum of five business days after release by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact Kelly Morita, the analyst assigned to your request, at 250 356-2030. 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 250 356-2030.

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 'kmorita', followed by a long horizontal line.

Kelly Morita for:  
Kris Ghag, Manager  
Justice / Social 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.