



ARCS: 292-30
File: PSS-2017-71662

June 20, 2017

Sent via email:

Dear

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 (Corrections BC). Your request is for:

Client Satisfaction surveys conducted by an agency external to the Corrections Branch to gather baseline information for the Branch's Advancing Offender Programs project as referenced in BC Ombudsman Special Report No – 38 - Under Inspection- The Hiatus in B.C. Correctional Centre Inspections. (Date Range for Record Search: From 01/01/2003 To 05/18/2017)

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety. The external agency, Malatest and Associates Ltd, conducted two surveys on behalf of Corrections BC. One survey was directed to Adult Custody staff and the other to clients reporting to Community Corrections Centres. While the first survey mentioned may not be directly responsive to your request, it has been included in your response package. Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of five 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 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, FOI Specialist
On behalf of Cindy Kukucska, 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.