



ARCS: 292-30
File: PSS-2019-93568

September 11, 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 Public Safety and Solicitor General. Your request is for:

A copy of all complaints and their resolution under the Guide Dog and Service Dog Act in 2018 and 2019 as follows: 2018 – 23 complaints: Denial of access - 11, False representation – 8, Tenancy issues – 1, Misc. – 3; 2019 – 14 complaints (YTD): Denial of access – 8, False representation – 2, Tenancy issues - 1, Misc. – 3.

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section(s) 15 (Disclosure harmful to law enforcement) and 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

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 Samara Fisher, the analyst assigned to your request, at 250 953-3622. 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 250 953-3622.

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 "S. Fisher", is positioned above the typed name.

Samara Fisher, Senior FOI Analyst
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.