



ARCS: 292-30
File: PSS-2020-00437

February 25, 2020

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:

All records related to the branch complaint/resolution process for the contracted services provided by the Provincial Protective Measures Unit; Family Services of Greater Vancouver and Vancouver Police, specifically for the Confidential Change of Name program and subsequent covert changes to provincial identification documents (name and account numbers) to include all branch policy and procedural information for complaints and resolutions with respect to the above contracted services.

The records located in response to your request will be delivered through the BC Secure File Transfer Service. Separate emails will follow from the BC SFT Notification Service directing you how to set up an account and where to obtain your records. These records are provided to you in their entirety. As far as the rest of the information in this request, it overlaps with one of your previous request PSS-2019-95133. In that request, it was explained to you that the Ministry does not have a mandate, policies or procedures for name changes, as this is contracted out to other agencies. You should have copies of the branch contracts with the Family Services of Greater Vancouver and the Vancouver Police Department from other FOI requests that were made. 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 Nicola Lutte, the analyst assigned to your request, at 250 387-2877. 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 250 387-2877.

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 'N. Lutte'.

Nicola Lutte, Senior FOI Analyst
On behalf of Justine Nisbet, 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.