

DATE RECEIVED	COMPLAINANT	AGAINST	SECTION OF THE ACT	Guide Dog or Service Dog	CERTIFICATE #	PARTY ID #	INVESTIGATED Y/N
2016-07-05	s.22	Buffy's Tavern	denial of public access rights. GDSDA S.2(1)		N/A	s.22	No
2016-08-18	Internal	Mutts and Motorcycles	Offering Service Dog Training		N/A		Yes
2016-08-18	s.22	Wheels for Wellness	Business license in Question		N/A		No
2016-12-20		AC Taxi Nanaimo	denial of public access rights. GDSDA S.2(1)	Guide Dog	s.22		Yes
2016-01-03		Yellow Cab Taxi Victoria	denial of public access rights. GDSDA S.2(1)	Guide Dog			Yes
2017-02-08		Coast Mountain Bus Company	denial of public access rights. GDSDA S.2(1)	Service Dog			No
2017-03-02		Ocean Promenade Hotel s.22	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes
2017-04-04	(NOW Canada Society)		Pursuant to GDSDA 7(1)(b)(iii)	Service Dog			Yes
2017-06-19	s.22	s.22	False Representation GDSDA S.4	Alleged Service Dog	Unknown		yes
2017-07-09		Diamond Head Motor Inn	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22		Yes
2017-08-21		s.22	False Representation GDSDA S.4		No		Yes
2017-08-23		Travelodge Parksville s.22 s.2	denial of public access rights. GDSDA S.2(1)	Guide Dog	s.22		No
2017-08-25		Urban Choice Market	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes
2017-08-29		Dinakis Mediterranean Grill	denial of public access rights. GDSDA S.2(1)	Guide Dog			Yes
2017-08-23		Travelodge Parksville s.22 s.22	denial of public access rights. GDSDA S.2(1)	Guide Dog			Yes
2017-09-25		Madras Dosa Houses	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes
2017-09-28		Canton Café	denial of public access rights. GDSDA S.2(1)		No		No
2017-10-02		Terra Property Management	denial of public access rights. GDSDA S.2(1)		No		No
2017-11-21		Eddie Bauer	section 23.1 (1) (a) (c) & 23.1 (2) of the PCAA and section 2 GDSDA.	Service Dog	s.22		Yes
2017-11-15		AIDS Vancouver	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes
2017-12-07		Esquimalt Rec Centre	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes
2018-01-04		s.22	section 23.1 PCAA & 12 (1) GDSD Reg.	Service Dog			Yes
2018-01-08		s.22	False Representation GDSDA S.4	Uncertified Service Dog	No		Yes

RATIONALE for REFUSAL	SID #	DATE ASSIGNED	INVEST.	OUTCOME	DATE of CONCLUSION	CLOSED UNDER POLICY	STATUS
There was no basis for this complaint. The licence that the dog team produced was not valid in BC therefore the client is not entitled to the rights and protects under the act. RTIL see sid s.22	s.22	N/A		N/A	2016-07-12	Policy 4.3.3 (d)	Refused
see sid s.22		2016-08-18	SPC Ellis	Unsubstantiated	N/A	N/A	Concluded
Guide dog access rights to transportation and access to public transportation. See SIDS.22		2016-09-07		Unsubstantiated	2016-09-07	N/A	Refused
		2016-12-22	SPC Webb	Warning Notice	2017-01-30	Policy 4.3.3 (d)	Concluded
		2016-01-04	SPC Azimi	Education	2017-03-08	Policy 4.3.3 (d)	Concluded
Harassment, but no denial of service		N/A		N/A	2017-02-15	Policy 4.3.3 (d)	Refused
		2017-03-03	SPC Azimi	Education	2017-03-13	Policy 4.3.3 (d)	Concluded
		2017-04-04	SPC Watson	Education	2017-09-19	Policy 4.3.3 (d)	Concluded
Individual no longer in area and has no address. Refusal to continue investigation.		2017-07-05	SPC Azimi	Unsubstantiated	2017-08-01	Policy 4.3.3 (d)	Concluded
Not enough evidence to continue. Client is happy with steps taken. Refusal to continue investigation.		2017-07-10	SPC Matthews	Unsubstantiated	2017-08-02	Policy 4.3.3 (d)	Concluded
		2017-08-21	SPC Webb	Education	2017-10-23	Policy 4.3.3 (d)	Concluded
Refused as per already submitted to Human Rights Tribunal.		N/A		N/A	2017-08-29	Policy 4.2.3 (b)	Refused
		2017-08-30	SPC Trenholm	Unsubstantiated	2017-11-01	Policy 4.3.3 (d)	Concluded
		2017-08-30	SPC Wong	Education	2017-10-23	Policy 4.3.3 (d)	Concluded
		2017-09-07	SPC Webb	Violation Ticket	2017-10-02	Policy 4.3.3 (d)	Concluded
		2017-10-02	SPC Trenholm	Education	2017-11-07	Policy 4.3.3 (d)	Concluded
No valid BC GDSD Certificate.		N/A		N/A	2017-10-04	Policy 4.3.3 (d)	Refused
No valid BC GDSD Certificate.		N/A		N/A	2017-10-10	Policy 4.3.3 (d)	Refused
		2018-01-30	SPC Azimi	Violation Ticket	2018-06-06	PCAA S.23.1(c.) GDSDA S.2(2)(a)	Concluded
		2017-11-17	SPC Trenholm	Education	2018-02-14	Policy 4.3.3 (d)	Concluded
		2018-01-09	SPC Azimi	Education	2018-05-14	Policy 4.3.3 (d)	Concluded
		2018-01-09	SPC Azimi	Unsubstantiated	2018-05-10	Policy 4.3.3 (d)	Concluded
		2018-01-09	SPC Azimi	Violation Ticket	2018-04-30	Policy 4.3.3 (d)	Concluded

2018-02-06	s.22	Health Craft Clinic	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22	s.22	Yes
2018-02-27		Vancouver Airport Authority & British Airways	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes
2018-03-20	s.22		False Representation GDSDA S.4		No		No
2018-03-21			False Representation GDSDA S.4	Uncertified Service Dog	No		Yes
2018-04-03		Emperial Suites Hotel	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22		Yes
2018-04-19	s.22		False Representation GDSDA S.4	G.A.A Service Dog			Yes
2018-05-01			False Representation GDSDA S.4		No		No
2018-05-14		Wolfsheep Arthouse Inc.	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22		Yes
2018-05-16		BC Transit	denial of public access rights. GDSDA S.2(1)		No		No
2018-06-07		Leash of Hope	Misrepresenting guide service dog training school		No		No
2018-06-27	Vancouver Island Compassion Dogs on behalf of s.22	Radium Bighorn Gifts & Souvenirs	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22		Yes
2018-07-13	s.22	Yellow Cab Taxi Victoria	denial of public access rights. GDSDA S.2(1)	Guide Dog			Yes
2018-07-05		Unidentified Fraudulent GDSD Handler	False Representation GDSDA S.4	Service Dog	Unknown		Yes
2018-07-11		Colleague's Building	Unknown		Unknown	Unknown	No
2018-07-23	s.22		Tenancy Issue		s.22	s.22	No
2018-08-09	s.22 on behalf of unknown	Sushi Home	denial of public access rights. GDSDA S.2(1)		Unknown		No
2018-09-04	Internal	s.22	False Representation GDSDA S.4		Unknown		Yes
2018-10-10	s.22	Black top and Checker cab	denial of public access rights. GDSDA S.2(1)		No		No
2018-08-15		Bluebird Cab	denial of public access rights. GDSDA S.2(1)		certificate lapsed		No
2018-12-06	s.22 (VACS)	s.22		Service Dog		Pending	Pending
2018-12-10	s.22			Service Dog		Pending	Pending

s.22		2018-02-15	SPC Trenholm	Warning Notice	2018-11-14	Policy 4.3.3 (d)	Concluded
		2018-03-01	SPC Azimi and SPC Barton	Referred to Another Authority	2018-08-14	Policy 4.2.3 (b)	Concluded
Insufficient information to launch investigation.		N/A		N/A	2018-05-10	Policy 4.3.3 (d)	Refused
		2018-04-04	SPC Azimi and SPC Webb	Warning Notice	2018-07-05	Policy 4.3.3 (d)	Concluded
		2018-04-03	SPC Wong	Education	2018-06-12	Policy 4.3.3 (d)	Concluded
		2018-05-09	SPC Azimi	Grandfathered in G.A.A - Reapplying	2018-07-11	Policy 4.3.3 (d)	Concluded
Insufficient information to launch investigation.		N/A		N/A	2018-07-05	Policy 4.3.3 (d)	Refused
		2018-05-22	SPC Azimi	Education	2018-07-05	Policy 4.3.3 (d)	Concluded
Not within GDSDA jurisdiction.		N/A		N/A	2018-06-13	Policy 4.3.3 (d)	Refused
Non accredited GDSD Training school.		N/A		N/A	2018-07-05	Policy 4.3.3 (d)	Refused
		2018-07-31	SPC Azimi	Education	2018-10-04	Policy 4.3.3 (d)	Concluded
		2018-08-01	SPC Azimi	Pending	Pending		Pending
		2018-08-14	SPC Watson	Pending	Pending		Pending
No response from Emails 7/30/18 and 8/16/2018				Unknown	Unknown	Unknown	Concluded
Tenancy Dispute Issue		N/A		Education	2018-09-05	Policy 4.3.3 (d)	Refused
Cannot investigate for an unknown Individual		N/A		N/A	2018-10-22	Policy 4.3.3 (d)	Refused
		2018-11-06	SPC Azimi	Unresolvable (Respondent Moved Out)	N/A	N/A	Concluded
Not within GDSDA jurisdiction.		N/A		N/A	2018-11-16	Policy 4.3.3 (b)	Refused
Not within GDSDA jurisdiction.		N/A		certificate lapsed	2018-10-22	Policy 4.3.3 (b)	Refused
							Pending
							Pending