



OVERVIEW OF INVESTIGATIVE PROCEDURE ACCESS TO INFORMATION ACT

- RECEIPT OF A COMPLAINT (section 30)
- DESIGNATION OF AN INVESTIGATOR
- NOTIFICATION OF THE GOVERNMENT INSTITUTION (section 32)

- CONTACT COMPLAINANT
- DETERMINE COMPLAINT MERIT/JURISDICTION
- FIRST MEETING WITH THE INSTITUTION
 - Obtain copy of the administration file
 - Obtain records relevant to the access request
 - Obtain rationale for denial of access

- SECOND MEETING WITH THE INSTITUTION
 - Address deficiencies and issues

- INVESTIGATION
 - Develop Investigation Plan
 - Interviews with officials
 - Investigator's analysis of merits of institution's position
 - Representations of designated official, complainant and third parties
 - Resolution proposed by investigator
 - Review of investigator's proposed resolution

- INVESTIGATION REPORT AND FINDINGS
 - Pursuant to section 35, the complainant, the institution and third parties can make representations.
 - Submit investigation report to Information Commissioner, including complaint finding (well-founded with recommendations; not resolved; resolved; not substantiated; no finding if discontinued or cancelled).
 - Pursuant to section 37, the Commissioner provides the findings and recommendations to the institution and reports the results of the investigation to the complainant and third parties.
 - The Commissioner shall inform the complainant of his right to apply to the Federal Court for a review of the refusal to disclose a record or a part thereof.