

CHF BC Sample – Personal Information Complaint Procedure (remove header when adapting for use)

[Full name of housing co-op or letterhead]

Personal information complaint procedure

The individual

If you have a complaint about:

- how the co-op collects, uses, shares or stores personal information
 - how the co-op has responded to your request for access to or correction of your personal information
1. Talk to the co-op's personal information protection officer (PIP officer) to find out if the *Personal Information Protection Act* (PIPA) covers the subject of your complaint. You may wish to consult PIPA directly or seek advice from another source.
 2. If it appears that the co-op has not followed PIPA, put your complaint in writing, sign it, and give it to the co-op's PIP officer. You can ask the PIP officer to help you write the letter. After the officer has read it back, sign it to show you agree.
 3. Wait a reasonable time for a response (30 days in most cases).
 4. If you are not satisfied with the response, you can take your complaint to the provincial Information and Privacy Commissioner:

Office of the Information and Privacy Commissioner for British Columbia
PO Box 9038, Stn. Prov. Govt.
Victoria, BC V8W 9A4

Telephone:
250.387.5629 in Victoria.
For toll-free access, call Enquiry BC at one of the numbers listed below and request a transfer to 250.387.5629

Metro Vancouver: 604.660.2421
Elsewhere in BC: 1.800.663.7867
Website: www.oipc.bc.ca

The PIP officer(s)

If the personal information protection officer or officers receive a complaint about:

- how the co-op collects, uses, shares or stores personal information,
 - how the co-op responds to a request for or access to or correcting of personal information
1. Ask for the complaint in writing. If this is difficult for the person complaining, write the complaint for them and read it back. Have them sign the written version to show that they agree with what you have written. Date stamp or write received on [date].
 2. Check into the details of the complaint to find out if it is valid and if it is about something that PIPA covers.
 - If PIPA covers the situation, make sure that there was a problem with the collection, use, sharing or storing, access to or correction of personal information.
 - If it is not covered, explain to the person who is making the complaint. Help them to understand what PIPA does and does not cover.
 3. If the complaint is valid, try to correct the situation. This may mean proposing a change to a co-op policy or procedure. Ask the board to discuss the change at their next meeting and make a decision if needed.
 4. Contact the person who complained and let them know, both verbally and in writing, what you found out during your investigation.

If it was a valid complaint, let them know what the co-op is doing to correct the situation. Apologize on behalf of the co-op for any inconvenience or embarrassment.
 5. Let the person know that they can take their case to the provincial Information and Privacy Commissioner. They can do this if they are not satisfied with
 - the co-op's action to correct the problem, or
 - your decision that their complaint was not valid.
 6. Keep a record of all complaints, including documentation.

Effective date: [enter date]