

PHIA Policy

Assignment of Files

Policy

Access or correction complaints (PHIA, section 66(1)) and privacy complaints (PHIA, section 66(3)) received by the Office of the Information and Privacy Commissioner (OIPC) are reviewed by the Senior Access and Privacy Analyst (SAPA) to determine the appropriate course of action, the SAPA assigns an Access and Privacy Analyst (APA) to each accepted complaint. In cases where the SAPA is not available to review and assign files, the Director will assign files.

Assignment of files to analysts will not be dictated by a complainant or a custodian but rather will be based upon criteria, including legislative timelines, operational efficiency, equitable distribution of workload, and individual expertise/experience.

Purpose

This policy ensures that each file receives the appropriate attention and is assigned to an APA who can efficiently and effectively manage the file, and bring it to a suitable and timely resolution.

Scope

This policy applies to all complaints under PHIA which are received by OIPC. This includes files which are removed from the “bank” according to the [Banking Files Policy](#) to become active files.

Approved by Information and Privacy Commissioner



Commissioner

February 20, 2024

Date