



BC Community Living Action Group (BC-CLAG)

A provincial network of service, support, and advocacy organizations, family groups, & other community living stakeholders

July 14, 2011

Via email: FOI.Requests@gov.bc.ca

Freedom of Information Request
Consolidated Intake, Information Access Operations
Ministry of Labour, Citizens' Services and Open Government
PO Box 9569
Stn Prov Govt
Victoria BC V8W 9K1

Dear Madam/Sir:

Re: Request for records (*Freedom of Information and Protection of Privacy Act*)

This is a request for records in the custody or under the control of Community Living BC ("CLBC"), pursuant to the *Freedom of Information and Protection of Privacy Act*. Please send me the following records:

- Records showing:
 - the number of complaints submitted under CLBC's complaints resolutions process, in 2007, 2008, 2009, 2010, and 2011, broken down by month; and
 - the number of complaints resolved under CLBC's complaints resolutions process, in 2007, 2008, 2009, 2010, and 2011, broken down by month.
- Records indicating the average length of time taken to resolve complaints under CLBC's complaints resolution process for the following years: 2007, 2008, 2009, 2010, and 2011.
- Records indicating the greatest length of time taken to resolve a complaint under CLBC's complaints resolution process for the following years: 2007, 2008, 2009, 2010, and 2011.

As soon as any significant part of this request is completed, please send that part of the information and records to me. Please continue to send me any additional significant parts of this request as they are completed, until the entire request has been satisfied.

Please inform me if any of the requested records are available through routine release, or may be viewed in a local reading room.

If any of the requested records are in a readable electronic format, please send them by disc or email, rather than in paper format.

Mailing address: BC-CLAG c/o BCGEU 4911 Canada Way Burnaby, BC V5G 3W3



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I do not foresee the need for any unreasonable fees, deletions or delays in your response to this request. Please contact me by phone or email if you wish to negotiate the scope or content of this request.

I can be reached by phone at (604) 291-9611 and by email at jonathan.chapnick@bcgeu.ca.

I look forward to receiving your response within 30 days.

Yours truly

Jonathan Chapnick
Staff Representative – Research
BC Government & Service Employees' Union
On behalf of the BC Community Living Action Group

*JC/slg
cope378*