



August 8, 2011

Via email:

Jonathan.Chapnick@bcgeu.ca

Jonathan Chapnick - Staff Representative – Research  
BC Government and Service Employees’ Union  
4911 Canada Way, Burnaby, BC V5G 2W3

Dear Mr. Chapnick

**Re: Request for information**

As requested, please find the following statistical information related to complaints to my office.

**Office of the Advocate For Service Quality:**

<b>Request Received:</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Total</b>	<b>%</b>
<b>Resolved</b>	1,546	860	852	632	466	4356	<b>94%</b>
<b>Not Resolved</b>	-	83	95	50	30	258	<b>6%</b>
<b>Total</b>	1,546	943	947	682	496	4614	<b>100%</b>
<b>Type of Request:</b>							
<b>Information Requested</b>	334	358	268	148	112	1220	<b>26%</b>
<b>Involvement Requested</b>	1,212	585	679	534	384	3394	<b>74%</b>
<b>Total</b>	1,546	943	947	682	496	4614	<b>100%</b>
<b>Source of Issue:</b>							
<b>CLBC</b>	1114	785	741	560	410	3610	<b>78%</b>
<b>MCFD</b>	407	118	145	85	58	813	<b>18%</b>
<b>Cross Ministry</b>	25	40	61	37	28	191	<b>4%</b>
<b>Total</b>	1546	943	947	682	496	4614	<b>100%</b>

Using the principles of administrative fairness, every complaint that meets the mandate of the Advocate for Service Quality is responded to and followed up at the local, regional and provincial level, if necessary.

Files are closed upon resolution of the complaint or with the agreement/permission of the person initiating the complaint.

Let me know if you have any questions.

Regards,

Jane Holland  
Advocate for Service Quality,  
Ministry of Social Development

