

Pursuant to the City's Privacy Management Administrative Procedure, the following processes are intended to facilitate receiving and responding to privacy-related complaints with a view to:

- addressing privacy-related complaints quickly and effectively
- identifying and addressing any systemic or ongoing compliance problems
- increasing the public's confidence in the City's privacy procedures
- strengthening the reputation of the City
- facilitating a resolution to complaints without the need to advance the complaint to the Information and Privacy Commissioner

### **Who will receive and handle complaints?**

When a privacy related complaint is received by the City, staff will immediately forward it to the City's Privacy Officer to: [privacy@princegeorge.ca](mailto:privacy@princegeorge.ca).

### **How does the City handle complaints?**

The City will:

- acknowledge receipt promptly
- contact the individual to clarify the complaint, if required
- investigate as appropriate
- follow a fair, impartial and confidential process

### **How will the City accept complaints?**

Privacy-related complaints may be received in writing by completion of the Privacy Complaint Form and sent to [privacy.office@princegeorge.ca](mailto:privacy.office@princegeorge.ca) or Attention: Privacy Officer, City Hall, 5<sup>th</sup> Floor, 1100 Patricia Boulevard, Prince George, BC, V2L 3V9.

If an individual wishes to make a verbal complaint, they can telephone 250-561-7686 and the complaint will be documented by staff on the Privacy Complaint Form.

### **How does the City inform the public about the process?**

This Privacy Complaint Process handout and Privacy Complaint Form are available on the City's website and printed copies are available at Legislative Services on the 5<sup>th</sup> floor of City Hall. Employees should direct the complainant to the City's Privacy Officer.

The public also has a right to contact the [Information and Privacy Commissioner](#) if they are not satisfied with the City's response to the complaint.

### **How does the City document complaints?**

## **Privacy Complaint Process**

All privacy complaints are documented through the completion of the Privacy Complaint Form and will include the date the complaint is received by the City. If a complaint is received verbally, the details will be recorded on the Privacy Complaint Form.

### **How does the City ensure the process is impartial?**

The Privacy Officer investigating the complaint will conduct the investigation process in a fair and impartial manner. To assist with investigating the complaint, the Privacy Officer will be provided with access to relevant records in the custody or control of the City.

### **How does the City resolve any issues identified in the complaint?**

The City will work to rectify the situation, including correcting practices and policies where necessary and communicating those changes to employees. Every decision made as the result of an investigation will be documented. The complainant will be notified of the outcome of the investigation explaining any corrections and preventative steps the City has taken and will verify that any required changes to policies, procedures or practices have occurred.

### **Contact**

[privacy.office@princegeorge.ca](mailto:privacy.office@princegeorge.ca)