



OFFICE OF THE  
INFORMATION &  
PRIVACY COMMISSIONER  
for British Columbia

Protecting privacy. Promoting transparency.

## **OIPC Policy for Case File Management for High-Volume Applicants**

*This document sets out the conditions under which the OIPC manages high-volume applicants*

### **POLICY**

The Office of the Information and Privacy Commissioner (“OIPC”) seeks to provide all applicants and complainants with fair and timely access to our services. This has become more challenging as the volume of complaints and requests for reviews have increased while the resources available to the OIPC are limited.

All applicants have the right to make as many complaints and requests for review as they wish. Complaints and appeals will continue to be received, prepared and queued in the order they are received in accordance with OIPC policies.

However, when faced with a backlog of case files, the OIPC reserves the right to assign complaint and request for review files in a manner that gives all individuals who are waiting for service a fair opportunity to have their cases heard.

The OIPC may limit the number of files a single person, and others directed by that person, can have assigned for investigation to **five active complaints or reviews and five active inquiries**.

This policy only applies when there is a backlog of complaints and reviews awaiting investigation.

This policy does not apply to the following complaint and review types: deemed refusals, third party requests for review, complaints about time extensions, fee complaints.

### **Setting a maximum number of active files at investigations**

The OIPC may limit the number of files from a single person, and others directed by that person, assigned for investigation to five. The OIPC will not begin to actively investigate another file from the applicant’s pool of cases until one of the five files has been closed,

resolved or discontinued. The applicant's files will be queued in the order they are received.

When space is available in the allocation of five active investigations, the OIPC will assign the files to investigators in the order they are received. However, the applicant can request that particular files be given priority for investigation. They may also request that active files be closed in order that others be activated.

If, when the policy goes into effect, an applicant has more than five files assigned for investigation, those files will proceed as normal. However, the policy will apply to any files that are queued (i.e. awaiting assignment to an investigator) when the policy goes into effect.

### **Setting a maximum number of active files at inquiry**

The OIPC may limit the number of files from a single applicant active at inquiry (i.e. assigned to an adjudicator for decision) to five. The applicant's files will remain in the queue in the order they were received.

Written submissions from the parties will continue to be processed as per the normal OIPC processes. However, once an individual has five inquiry files assigned to adjudicators, no other files will be assigned until one of the five active inquiry files has been terminated or an Order has been issued.

This policy does not apply to inquiry files that are being held in abeyance at the discretion of both parties to the inquiry.

If, when the policy goes into effect, an applicant has more than five files being actively worked on at inquiry (i.e. assigned to an adjudicator), those files will proceed as normal. However, the policy will apply to any files that are queued (i.e. awaiting assignment to an adjudicator) when the policy goes into effect.