

COMPLAINTS PROCESS: STEPS OF THE FLOW CHART

- 1. Complainant reviews Complaint Process.** Any person who has a complaint or just has a Personal Information Request should review the Flow Chart and these Steps before beginning.
- 2. Complainant refers to Privacy Feedback Form.** After dating it, take a look at the other required information.
- 3. Is this a Personal Information Request?** Consider: is this a Personal Information Request only? If what you want is access to your personal information held at Mountain View Alliance Church, go to Step 11. If you have a complaint that you want the Privacy Officer to follow up on, go to Step 4. You can fill out the Privacy Feedback Form online or print and submit it by dropping this form off at Mountain View Alliance Church, mailing or emailing it to the Privacy Officer.
- 4. Privacy Officer investigates Complaint.** The Privacy Officer acknowledges receipt of the completed form and the investigation begins. The Complainant may receive one or more requests from the Privacy Officer to clarify issues.
- 5. Privacy Officer initiates correction to relevant practices, if required.** If policies or practices must be changed, the Privacy Officer will initiate such corrections.
- 6. Personnel are informed of changes.** Where policies or practices have now been changed, this information will be passed along to employees, volunteers and others who are involved.
- 7. Complainant is notified.** The Privacy Officer will explain items in the investigation. There also may be an explanation of preventative and corrective steps that have been taken as a result and state that pertinent information has been communicated to employees, volunteers and others, as required.
- 8. Is Complainant satisfied with the resolution?** The Complainant will have opportunity to express his/her satisfaction with the resolution.
- 9. Complaint is closed.** As the Complainant is satisfied, the Complaint is then closed.
- 10. Complainant connects with the Information and Privacy Commissioner.** If the process has not brought satisfaction to the Complainant, there is a link on the Privacy Policy that connects with the Information and Privacy Commissioner.

- 11. Privacy Officer has 30 days to respond.** The Privacy Officer acknowledges receipt of the completed form and the investigation begins. The Complainant may receive one or more requests from the Privacy Officer to clarify issues. Within 30 days we expect you'll have the information you need. Note, however, that information cannot be released in the following situations: a) Where disclosure may reveal the personal information of another individual b) Where the health or safety of an individual may be jeopardized.
- 12. Is Complainant satisfied with the info?** Have you received the information you needed? If so, go to Step 13. Perhaps, now that you have the personal information you wanted, you recognize that a correction is required. If so, go to Step 14.
- 13. File is closed.**
- 14. Privacy Officer reviews with Complainant and it is resubmitted as a Complaint.** Privacy Officer reviews information with Complainant. If a correction is needed or further investigation, the Complainant resubmits the outstanding issue(s) as a Complaint. Go back to Step 1.