

September 14, 2011

[REDACTED]

Dear [REDACTED]

Re: Access to Information Request – [REDACTED]

Thank you for your access to information request, which was received in our office on August 18, 2011. You requested the following:

1. Copies of LAO records, electronic, etc. that reflect your staff orders, since [REDACTED] that prevented me from making new certificate applications.
2. Information created by [REDACTED] on or about [REDACTED] reflecting comments by [REDACTED] I require:
All the same type of records noted above describing how my complaints filed in [REDACTED] and [REDACTED] against [REDACTED] false and inflammatory information being recorded by [REDACTED] and shared was processed by the LAO management.
The management records in addition to all of the above noted records that permitted the complaints against this obvious inflammatory and biased reporting of [REDACTED] editorial comments to be recorded and ultimately shared with the Area Committee.
3. All records requested in and responsive to the July 23, 2011 email sent by [REDACTED] and attached with the addition of full disclosure as to all records relating to processing all complaints to date.
4. All documents requested in July 23, 2011 letter to both [REDACTED] and [REDACTED]

I wish to advise as follows:

With respect to number 1 above, we have no records responsive to this request. This is so because your request assumes that orders were made that you not be permitted to make an application, which is not correct.

With respect to number 2 above, I enclose a copy of the notes of [REDACTED] made on [REDACTED] reflecting comments by [REDACTED]. You have asked for records showing how your complaints filed in [REDACTED] and [REDACTED] were processed. Our records do not show any

complaints made by you during those months. Therefore, we have no responsive records for this request.

You have asked for management records permitting the comments to be recorded and shared with the Area Committee. You have previously been provided with all of the policies related to the Area Committee process, in response to your previous access to information request, [REDACTED]. No additional responsive records exist.

With respect to number 3, please note that no email was attached to your request. This request also seeks disclosure of records relating to all complaints to date. As noted above, we have no records of your having made any complaint.

With respect to number 4 above: We have no letter from you of [REDACTED] addressed to either [REDACTED] or [REDACTED]. We have one letter from [REDACTED] addressed to [REDACTED]. That letter is attached to this response, for clarity.

I have concluded that all the information which would be responsive to this request (if you are referring to that letter from [REDACTED]) was previously provided to you in response to your previous FOI request, number [REDACTED]. There are no additional responsive records. In these circumstances, if you wish to be provided with this information a second time, LAO will be applying the fee under the legislation of 20 cents per page. Please advise whether you wish to be provided with this information again and a fee estimate will be prepared.

I am responsible for the decision to grant you partial access to the records. You may ask for a review of this decision within 30 days of receiving this letter by writing to: The Information and Privacy Commission/Ontario, 2 Bloor Street West, Suite 1400, Toronto Ontario M4W 1A8, Telephone 1-800-387-0073.

If you decide to request a review of this decision, please provide the Commissioner's office with the following: the file number listed at the beginning of this letter; a copy of this decision letter; and a copy of the original request for information you sent to our institution.

In addition, you must send an appeal fee to the Commissioner's office. That appeal fee for personal information is \$10.00.

Yours truly,

Robert W. Ward
President/CEO