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June 19, 2014



Dear [REDACTED]

Re: Access to Information Request No. [REDACTED]

Thank you for your request for access to information, which was received in this office on May 7, 2014, along with the \$5 application fee.

You requested the following records:

“Policy manuals or other documents setting out the internal policies followed at LAO when there is a complaint made against a member of an LAO certificate panel, from 1998 to present.

*Explanatory note:* I am interested in documents other than the complaints policy that is currently available on LAO’s website.”

The following records are responsive to this request:

- (1) Complaints Policy, approved September 15, 2002, in effect until the centralization of complaints and coordinating policy were approved by LAO’s Compliance Committee on 26 June 2012.
- (2) Complaints Form
- (3) Complaints Process – Overview
- (4) Complaints Process – Initial Stage
- (5) Complaints Process – Second Stage
- (6) Complaints Process – Third Stage

We do not have records for the period from 1998 until 2002.

I am responsible for this decision. 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. The appeal fee for general information is \$25.00.

Yours truly,

Robert W. Ward  
President/CEO  
Legal Aid Ontario

Encl.