

information by the Canadian Government.

At 830, the total number of requests and consultations received was approximately the same as last year. There has, however, been a significant increase in the scope of the requests, their complexity and the number of documents captured. The challenge of responding to this increase with declining resources, while maintaining service standards, continues.

Complaints

Of the 56 complaints received during the year by the two Commissioners' Offices concerning the Department, 52 were under the Access to Information Act and 4 under the Privacy Act.

Twenty-nine of the complaints under the Access to Information Act concerned delays (up from 20 in the previous year). Upon investigation, 35 of the access complaints were considered to be well-founded, 8 were judged to be not substantiated and 4 were discontinued.

Only 1 of the complaints under the Privacy Act concerned delay (down from 6 in the previous year). Of the four Privacy Act complaints, only the single delay complaint was considered to be well-founded. One of the complaints was abandoned and 1 was resolved through the use of alternative grounds for disclosure.

Other responsibilities

In addition to the management of Access and Privacy requests, the Coordinator's Office provides advice and guidance to departmental units on compliance with the legislation. Briefings on Access to Information and Privacy were given, inter alia to service centre personnel, consular officers, and Ministers' offices. In addition, the ATIP Office developed and presented tailored ATIP briefings to new officers as part of the Canadian Foreign Service Institute training program for recruits in the political/economic, commercial/economic, and consular/administrative streams. The Director is the Departmental point of contact for the Registration of Information Collection and Public Opinion Research, (although the function is carried out in the Communications Bureau). The Department reports new requests on a daily basis to the Coordination of Access to Information Requests (CAIR) system and consults it to stay abreast of the range of requests being processed across Government.

Screening program

The ATIP Office is responsible for screening records for transfer to the National Archives. The Director manages a team of retired senior foreign service officers who review records and determine whether they may be opened for public examination. This is a unique program that has helped to provide access for researchers to greater volumes of information