

# PHIA Form

## Access Complaint

A person who made a request to a custodian for access to a record of their personal health information may use this form to file an access complaint. Section 66 (1) of the **Personal Health Information Act** (PHIA) states:

Where a custodian has refused the request of an individual for access under subsection 53(1) ... the affected individual may file a complaint with the commissioner.

You can complete and send this form to [commissioner@oipc.nl.ca](mailto:commissioner@oipc.nl.ca). You can also send your complaint by mail to the Office of the Information and Privacy Commissioner, PO Box 13004, Station A, St. John's, NL A1B 3V8, or by fax to 709-729-6500.

The Office of the Information and Privacy Commissioner (OIPC) will send a copy of this form to the custodian. In order to conduct our investigation, it may be necessary for OIPC to access and review your personal health information. If you have any questions or concerns, please contact OIPC at 709-729-6309 or toll free at 1-877-729-6309.

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Date of Access Complaint: \_\_\_\_\_

I am making this complaint on behalf of: ☐ myself ☐ another person

If you are making this complaint on behalf of "another person," please provide supporting documents authorizing you to act on their behalf.



### Section 1: Your Information

Name	
Organization (if applicable)	
Mailing Address Please provide your <u>complete</u> mailing address.	
Phone Number	
Email	

### Section 2: Custodian Information

Custodian Name	
Custodian File Number	
Date of Your Access Request	

Please attach a copy of any correspondence you received from the custodian about your access request.

- ☐ I have attached correspondence I received from the custodian; or
- ☐ I am not attaching any correspondence.

### Section 3: Reason for Complaint (check all that apply)

- ☐ I have a complaint about the custodian's decision to deny access to a record.
- ☐ I have a complaint about the custodian's search for records and believe that additional records exist.
- ☐ I made an access request and the custodian has not responded.



## Section 4: Details of Your Complaint

## Section 5: Resolution or Remedy You Are Seeking

