

ALBERTA

**OFFICE OF THE INFORMATION AND PRIVACY
COMMISSIONER**

ORDER FOIP 2026-02

January 13, 2026

Calgary Police Service

Case File Number 040646

Office URL: www.oipc.ab.ca

Summary: The Applicant made an access to information request under the *Freedom of Information and Protection of Privacy Act* (the FOIP Act) to the Calgary Police Service (the Public Body). After receiving no response from the Public Body within 30 days, the Applicant sought a review of whether the Public Body had met the timelines for responding to an access request specified in section 11 of the FOIP Act.

The Adjudicator found that the Public Body failed to comply with the timelines in section 11(1).

The Adjudicator ordered the Public Body to respond to the access request as required by the FOIP Act.

Statutes Cited: **AB:** *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25; *Interpretation Act*, RSA 2000, c I-8 ss. 11, 11(1), 72

I. BACKGROUND

[para 1] Around the end of February, 2025, the Applicant made an access to information request under the *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25 (the FOIP Act) to the Calgary Police Service (the Public Body). The Public Body sent the Applicant an

acknowledgement of the access request on June 20, 2025. The acknowledgement e-mail explained that due to a backlog, the Public Body had not yet begun working on the request.

[para 2] As of September 21, 2025, the Applicant had not received a response to his access request; and requested a review of the Public Body's handling of the access request on September 22, 2025. The matter was forwarded to the inquiry stage of the review process as is the standard practice when considering whether a public body failed to respond to an access request within the time limit for doing so.

II. ISSUE

[para 3] The issue in this inquiry is:

Did the Public Body comply with section 11 of the Act (time limit for responding)?

III. DISCUSSION OF ISSUE

[para 4] Section 11 of the FOIP Act states,

11(1) The head of a public body must make every reasonable effort to respond to a request not later than 30 days after receiving it unless

(a) that time limit is extended under section 14, or

(b) the request has been transferred under section 15 to another public body.

(2) The failure of the head to respond to a request within the 30-day period or any extended period is to be treated as a decision to refuse access to the record.

[para 5] The Public Body admits that it failed to meet the timelines under section 11(1) of the FOIP Act. I find that is the case.

[para 6] In its submission, dated December 8, 2025, the Public Body advised that it expected a response to the access request to be complete by December 19, 2025. However, the Public Body has not indicated whether the response was completed. Therefore, I find that despite its efforts, the Public Body has not yet responded to the access request.

IV. ORDER

[para 7] I make this Order under section 72 of the FOIP Act.

[para 8] I order the Public Body to respond to the access request as required by the FOIP Act.

[para 9] I further order the Public Body to notify me in writing, within 50 days of receiving a copy of this Order, that it has complied with the Order.

John Gabriele
Adjudicator