

**ALBERTA**

**OFFICE OF THE INFORMATION AND PRIVACY  
COMMISSIONER**

**ORDER FOIP2026-07**

February 12, 2026

**CALGARY POLICE SERVICE**

Case File Number 040847

**Office URL:** [www.oipc.ab.ca](http://www.oipc.ab.ca)

**Summary:** On March 31, 2025, the Applicant made an access request to the Calgary City Police (the Public Body), under the *Freedom of Information and Protection of Privacy Act* (The FOIP Act/Act). The request was acknowledged by the Public Body on August 7, 2025.

On November 25, 2025, the Applicant requested a review of the Public Body's failure to respond to the request. The Public Body conceded that it failed to comply with timelines under the FOIP Act.

The Adjudicator found that the request was made under the FOIP Act and ordered the Public Body to respond to the request as required by the FOIP Act.

**Statutes Cited:** **AB:** *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, c. F-25, ss. 11, 14, 72.

**I. BACKGROUND**

[para 1] The Applicant made the following request for records on March 31, 2025:

Pursuant to the FOIP Act, I am requesting a copy of all records pertaining to my interactions with CPS staff (sworn and/or civilian members) for the period from June 19, 2021 to the present. The requested records include, but are not limited to, all audiovisual, written, and/or any other record format involving calls, investigations, complaints, assessments, processing of prior FOIP access requests, and/or any other use of information pertaining to me.

[...]

[para 2] The access request was acknowledged by the Public Body on August 7, 2025.

[para 3] The Applicant followed up on their request on August 19, 2025, September 19, 2025, and September 26, 2025. The Public Body did not respond to the Applicant's emails or access request and the Applicant requested a review by the Commissioner for the lack of response.

## II. RECORDS AT ISSUE

[para 4] There are no records at issue as the issue in this Inquiry relates to the timeliness of the Public Body's response.

## III. ISSUE

[para 5] The issue in this inquiry is:

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

## IV. DISCUSSION OF THE ISSUE

[para 6] Section 11 of the FOIP Act addresses the time limit for responding to a request:

*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 7] If a Public Body fails to respond within 30 days or does not extend the time for responding under Section 14 of the FOIP Act, the Applicant may ask the Commissioner to review the Public Body's failure to respond to them.

[para 8] On January 14, 2026, the Public Body submitted:

The Calgary Police Service accepts that we have not complied with the processing timelines of the *Freedom of Information and Protection of Privacy Act*. We have one of the largest volumes of requests under this Act and had a number of employees go on medical leaves, retire and promote within a short period of time. Leaving us with two Analysts who could process requests under the Act. We have been actively hiring and as you can imagine not everyone who thinks they can review police records can actually do so and continue to do it long term while maintaining good mental health. As a result, we have had to continue our efforts to hire people and train them on these complex files. This has created a substantial backlog within the Access & Privacy Section which has been well documented at the Calgary Police Commission, communicated to applicants and to the Office of the Information and Privacy Commissioner on a regular basis. Given the complexity of many of the requests we process, hiring, training and learning takes time.

We have also advocated for additional resources for 2026 with Executive Leadership and the Calgary Police Commission and are being fully supported with the mid-budget adjustment with Calgary City Council for 2026. We have asked for an additional Intake Coordinator to assist with the volume of emails and incoming requests bringing our total to 2 and have recently hired an Administrative Assistant who is currently in training who is addressing our backlog of emails. We have also requested 4 additional Disclosure Analysts. As of December, we received approval for the hiring of the new staff and are in the process of creating positions and prepping for the posting of the positions.

Regarding this specific request, it is currently in the records gathering stage, based on the request we are conducting a full search of records and reviewing what was previously provided to the Applicant.

[para 9] The Public Body admits that it has not complied with section 11 of the FOIP Act and that it is in the “records gathering stage”. There is no indication given as to when the Public Body anticipates providing a response to the Applicant.

[para 10] Based on the submissions before me, I must order the Public Body to respond to the access request.

**V. ORDER**

[para 11] I make this Order under section 72 of the FOIP Act.

[para 12] I order the Public Body to respond to the Applicant in accordance with the Public Body’s obligations under section 11 of the FOIP Act.

[para 13] I further order the Public Body to notify me in writing, within 50 days of being given a copy of this Order, that it has complied with the Order.

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Pam Gill  
Adjudicator