

Last 5 years top 20 institutions complaint registered

Immigration Refugees and Citizenship Canada

Complaint type	#Days	Outcome	
Format	1	16	Refuse to investigate - Unnecessary 0
Processing of the request	43	130	Refuse to investigate - Resolved 11
Invalid	755	24	Invalid complaint 770
Cabinet Confidence Exclusion	4	227	Well founded 350
Special delegation	78	194	Well founded - resolved 11
Exemption/Exclusion	270	184	Not well founded 171
Time extension	4662	184	Settled by agreement of the parties 1
Fees	1	92	Discontinued 284
No Records/incomplete Search	348	132	Cease to investigate - Resolved 2921
Delay (deemed refusal)	9924	39	Cease to investigate - Frivolous 0
Misc	21	104	Cease to investigate - Unnecessary 7
			Resolved 10398

Royal Canadian Mounted Police

Complaint type	Days	Outcome	
Format	1	165	Refuse to investigate - Unnecessary 1
Processing of the request	37	295	Refuse to investigate - Resolved 1
Invalid	267	28	Invalid complaint 287
Cabinet Confidence Exclusion	1	N/A	Well founded 366
Special delegation	9	280	Well founded - resolved 5
Exemption/Exclusion	211	216	Not well founded 123
Time extension	55	59	Settled by agreement of the parties 1
Fees	0	N/A	Discontinued 111
No Records/incomplete Search	248	237	Cease to investigate - Resolved 308
Delay (deemed refusal)	1285	112	Cease to investigate - Frivolous 0
Misc	11	86	Cease to investigate - Unnecessary 12
			Resolved 643

Canada Border Services Agency

Complaint type	Days	Outcome	
Format	1	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	8	N/A	Refuse to investigate - Resolved 0
Invalid	122	43	Invalid complaint 125
Cabinet Confidence Exclusion	0	N/A	Well founded 151
Special delegation	31	295	Well founded - resolved 10
Exemption/Exclusion	125	341	Not well founded 58
Time extension	937	34	Settled by agreement of the parties 0
Fees	2	52	Discontinued 54
No Records/incomplete Search	161	325	Cease to investigate - Resolved 679
Delay (deemed refusal)	464	113	Cease to investigate - Frivolous 0
Misc	18	434	Cease to investigate - Unnecessary 33
			Resolved 378

Canada Revenue Agency

Complaint type	Days	Outcome	
Format	16	128	Refuse to investigate - Unnecessary 0
Processing of the request	9	85	Refuse to investigate - Resolved 2
Invalid	76	39	Invalid complaint 103
Cabinet Confidence Exclusion	1	1057	Well founded 147
Special delegation	18	33	Well founded - resolved 17
Exemption/Exclusion	195	244	Not well founded 102
Time extension	155	151	Settled by agreement of the parties 0
Fees	2	N/A	Discontinued 103
No Records/incomplete Search	209	218	Cease to investigate - Resolved 66
Delay (deemed refusal)	181	109	Cease to investigate - Frivolous 1
Misc	11	124	Cease to investigate - Unnecessary 4
			Resolved 159

National Defence

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	2	66	Refuse to investigate - Resolved 1
Invalid	48	34	Invalid complaint 49
Cabinet Confidence Exclusion	3	202	Well founded 186
Special delegation	33	415	Well founded - resolved 11
Exemption/Exclusion	59	304	Not well founded 47
Time extension	23	328	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 94
No Records/incomplete Search	96	292	Cease to investigate - Resolved 36
Delay (deemed refusal)	366	228	Cease to investigate - Frivolous 0
Misc	11	320	Cease to investigate - Unnecessary 5
			Resolved 111

Privy Council Office

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	2	15	Refuse to investigate - Resolved 1
Invalid	25	23	Invalid complaint 25
Cabinet Confidence Exclusion	22	182	Well founded 107
Special delegation	66	199	Well founded - resolved 8
Exemption/Exclusion	37	333	Not well founded 76
Time extension	142	187	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 70
No Records/incomplete Search	84	246	Cease to investigate - Resolved 28
Delay (deemed refusal)	139	345	Cease to investigate - Frivolous 0
Misc	0	N/A	Cease to investigate - Unnecessary 4
			Resolved 39

Library and Archives Canada

Complaint type	Days	Outcome	
Format	0		Refuse to investigate - Unnecessary 0
Processing of the request	1	13	Refuse to investigate - Resolved 0
Invalid	21	20	Invalid complaint 23
Cabinet Confidence Exclusion	0		Well founded 100
Special delegation	38	253	Well founded - resolved 9
Exemption/Exclusion	18	385	Not well founded 15
Time extension	18	684	Settled by agreement of the parties 0
Fees	0		Discontinued 20
No Records/incomplete Search	14	101	Cease to investigate - Resolved 28
Delay (deemed refusal)	386	322	Cease to investigate - Frivolous 0
Misc	2	342	Cease to investigate - Unnecessary 5
			Resolved 39

Correctional Services Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	4	47	Refuse to investigate - Resolved 2
Invalid	75	31	Invalid complaint 76
Cabinet Confidence Exclusion	0	N/A	Well founded 94
Special delegation	0	N/A	Well founded - resolved 9
Exemption/Exclusion	57	255	Not well founded 33
Time extension	21	230	Settled by agreement of the parties 0
Fees	4	72	Discontinued 29
No Records/incomplete Search	83	247	Cease to investigate - Resolved 26
Delay (deemed refusal)	172	143	Cease to investigate - Frivolous 0
Misc	5	293	Cease to investigate - Unnecessary 3
			Resolved 85

Global Affairs Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	3	126	Refuse to investigate - Resolved 2
Invalid	39	35	Invalid complaint 76
Cabinet Confidence Exclusion	3	462	Well founded 94
Special delegation	38	257	Well founded - resolved 9
Exemption/Exclusion	28	268	Not well founded 33
Time extension	50	172	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 29
No Records/incomplete Search	36	241	Cease to investigate - Resolved 26
Delay (deemed refusal)	131	211	Cease to investigate - Frivolous 0
Misc	0	N/A	Cease to investigate - Unnecessary 3
			Resolved 85

Department of Justice Canada

Complaint type	Days	Outcome	
Format	1	55	Refuse to investigate - Unnecessary 0
Processing of the request	3	406	Refuse to investigate - Resolved 0
Invalid	21	21	Invalid complaint 21
Cabinet Confidence Exclusion	5	331	Well founded 42
Special delegation	13	216	Well founded - resolved 2
Exemption/Exclusion	85	241	Not well founded 48
Time extension	75	236	Settled by agreement of the parties 0
Fees	1	14	Discontinued 102
No Records/incomplete Search	45	210	Cease to investigate - Resolved 14
Delay (deemed refusal)	81	132	Cease to investigate - Frivolous 0
Misc	4	110	Cease to investigate - Unnecessary 1
			Resolved 35

Health Canada

Complaint type	Days	Outcome	
Format	1	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	4	349	Refuse to investigate - Resolved 0
Invalid	23	13	Invalid complaint 26
Cabinet Confidence Exclusion	3	70	Well founded 51
Special delegation	3	22	Well founded - resolved 4
Exemption/Exclusion	93	169	Not well founded 24
Time extension	26	155	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 79
No Records/incomplete Search	31	321	Cease to investigate - Resolved 19
Delay (deemed refusal)	144	198	Cease to investigate - Frivolous 0
Misc	0	N/A	Cease to investigate - Unnecessary 1
			Resolved 50

Public Services and Procurement Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	27	298	Refuse to investigate - Resolved 0
Invalid	22	25	Invalid complaint 24
Cabinet Confidence Exclusion	3	389	Well founded 54
Special delegation	6	71	Well founded - resolved 3
Exemption/Exclusion	53	94	Not well founded 27
Time extension	33	352	Settled by agreement of the parties 6
Fees	1	390	Discontinued 27
No Records/incomplete Search	72	337	Cease to investigate - Resolved 21
Delay (deemed refusal)	99	198	Cease to investigate - Frivolous 0
Misc	1	N/A	Cease to investigate - Unnecessary 3
			Resolved 46

Employment and Social Development Canada

Complaint type	Days	Outcome	
Format	1	83	Refuse to investigate - Unnecessary 0
Processing of the request	3	178	Refuse to investigate - Resolved 0
Invalid	62	48	Invalid complaint 64
Cabinet Confidence Exclusion	0	N/A	Well founded 53
Special delegation	1	N/A	Well founded - resolved 4
Exemption/Exclusion	34	310	Not well founded 24
Time extension	23	189	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 24
No Records/incomplete Search	51	238	Cease to investigate - Resolved 15
Delay (deemed refusal)	84	171	Cease to investigate - Frivolous 0
Misc	1	0	Cease to investigate - Unnecessary 0
			Resolved 31

Transport Canada

Complaint type	Days	Outcome	
Format	2	150	Refuse to investigate - Unnecessary 0
Processing of the request	1	199	Refuse to investigate - Resolved 0
Invalid	27	23	Invalid complaint 27
Cabinet Confidence Exclusion	3	N/A	Well founded 41
Special delegation	3	N/A	Well founded - resolved 2
Exemption/Exclusion	38	327	Not well founded 19
Time extension	60	137	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 14
No Records/incomplete Search	52	311	Cease to investigate - Resolved 20
Delay (deemed refusal)	67	264	Cease to investigate - Frivolous 0
Misc	3	266	Cease to investigate - Unnecessary 2
			Resolved 42

Canadian Security Intelligence Services

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	2	219	Refuse to investigate - Resolved 0
Invalid	42	21	Invalid complaint 41
Cabinet Confidence Exclusion	2	48	Well founded 7
Special delegation	80	147	Well founded - resolved 0
Exemption/Exclusion	12	55	Not well founded 76
Time extension	5	65	Settled by agreement of the parties 1
Fees	0	N/A	Discontinued 38
No Records/incomplete Search	37	75	Cease to investigate - Resolved 4
Delay (deemed refusal)	22	56	Cease to investigate - Frivolous 0
Misc	3	34	Cease to investigate - Unnecessary 4
			Resolved 12

Environnement and Climate Change Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	0	N/A	Refuse to investigate - Resolved 0
Invalid	21	36	Invalid complaint 23
Cabinet Confidence Exclusion	0	N/A	Well founded 51
Special delegation	1	139	Well founded - resolved 1
Exemption/Exclusion	19	317	Not well founded 12
Time extension	48	160	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 15
No Records/incomplete Search	20	288	Cease to investigate - Resolved 36
Delay (deemed refusal)	80	350	Cease to investigate - Frivolous 0
Misc	0	N/A	Cease to investigate - Unnecessary 0
			Resolved 24

Department of Finance Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	0	N/A	Refuse to investigate - Resolved 0
Invalid	11	73	Invalid complaint 12
Cabinet Confidence Exclusion	15	105	Well founded 56
Special delegation	5	141	Well founded - resolved 2
Exemption/Exclusion	33	394	Not well founded 18
Time extension	61	327	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 23
No Records/incomplete Search	19	252	Cease to investigate - Resolved 12
Delay (deemed refusal)	32	253	Cease to investigate - Frivolous 0
Misc	0	N/A	Cease to investigate - Unnecessary 0
			Resolved 31

Innovation, Science and Economic Development Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	0	N/A	Refuse to investigate - Resolved 0
Invalid	12	35	Invalid complaint 14
Cabinet Confidence Exclusion	5	527	Well founded 47
Special delegation	4	187	Well founded - resolved 1
Exemption/Exclusion	35	352	Not well founded 7
Time extension	12	482	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 22
No Records/incomplete Search	18	242	Cease to investigate - Resolved 7
Delay (deemed refusal)	69	153	Cease to investigate - Frivolous 0
Misc	2	510	Cease to investigate - Unnecessary 0
			Resolved 20

Fisheries and Oceans Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	2	95	Refuse to investigate - Resolved 2
Invalid	31	30	Invalid complaint 33
Cabinet Confidence Exclusion	1	N/A	Well founded 28
Special delegation	0	N/A	Well founded - resolved 1
Exemption/Exclusion	43	301	Not well founded 17
Time extension	44	241	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 20
No Records/incomplete Search	24	190	Cease to investigate - Resolved 11
Delay (deemed refusal)	12	115	Cease to investigate - Frivolous 0
Misc	2	N/A	Cease to investigate - Unnecessary 2
			Resolved 25

Indigenous Services Canada

Complaint type	Days	Outcome	
Format	0	N/A	Refuse to investigate - Unnecessary 0
Processing of the request	1	140	Refuse to investigate - Resolved 1
Invalid	17	44	Invalid complaint 17
Cabinet Confidence Exclusion	0	N/A	Well founded 36
Special delegation	0	N/A	Well founded - resolved 1
Exemption/Exclusion	42	271	Not well founded 4
Time extension	11	200	Settled by agreement of the parties 0
Fees	0	N/A	Discontinued 25
No Records/incomplete Search	29	322	Cease to investigate - Resolved 7
Delay (deemed refusal)	44	373	Cease to investigate - Frivolous 0
Misc	2	679	Cease to investigate - Unnecessary 1
			Resolved 14

● Count:All (Investigation Number)

