

INSTRUCTIONS

Complete this form to file a complaint about how McGill University processes personal information. The Secretary-General may receive the form by email (privacy.secretariat@mcgill.ca) or by mail to the following address:

Secretary-General, Access to Documents and Protection of Personal Information
James Administration Building, Room 313
845 Sherbrooke Street West
Montréal (QC) H3A 0G4

COMPLAINT PROCEDURE

McGill University will treat complaints in accordance with section 15(b) of the [Policy on the Governance of Personal Information](#), which states the following:

Individuals Concerned wishing to lodge a complaint concerning the Processing of their Personal Information must contact the Access and Privacy Office using the procedure and form available for this purpose. The Access and Privacy Office will:

- (i) investigate all complaints relating to the University's Personal Information management policies and practices diligently, promptly and confidentially;
- (ii) respond to all complaints within 30 days; and
- (iii) if a complaint is deemed to be well-founded, take appropriate measures to reduce the risk of harm to the Individual(s) Concerned and to prevent the recurrence of similar incidents.

COMPLAINANT INFORMATION

Name:

Phone number (optional):

Email:

Relationship to McGill:

Please select from the list below that best characterizes your relationship to McGill University

- | | |
|---|--|
| <input type="checkbox"/> Student | <input type="checkbox"/> Donor/Prospective donor |
| <input type="checkbox"/> Applicant/Prospective student | <input type="checkbox"/> Research participant |
| <input type="checkbox"/> Staff | <input type="checkbox"/> Website/Mobile application user |
| <input type="checkbox"/> Former employee/Retiree | <input type="checkbox"/> Webinar/Event participant |
| <input type="checkbox"/> Alumni | <input type="checkbox"/> Other (specify): |
| <input type="checkbox"/> Job applicant/Prospective employee | _____ |

COMPLAINT DETAILS - I

Unit(s) involved:

Staff member(s) involved:

Describe the personal information at issue:

COMPLAINT DETAILS - II

Please describe the circumstances leading to the complaint, providing as much detail as possible (e.g., type of information, specific inaccuracies, proposed corrections, etc.). Attach any relevant documents or evidence supporting your request for correction.

NEXT STEPS

The Secretariat will send an email acknowledging receipt of your complaint and will contact you if additional information is required. If clarifications are necessary, the complaint will be deemed to be received on the day the clarifications are received. The University will make every effort to respond to your complaint within 30 days.

By submitting this form, I understand that the information contained therein, as well as any supplemental information provided, will be used by Secretariat staff for the sole purpose of assessing and responding to my complaint. I understand that Secretariat staff may share my identity and any information I provide with staff members within McGill University to the extent necessary to investigate and respond to this complaint.

For more information on how McGill processes personal information, please consult the [McGill Privacy Notice](#).

Signature:**Date:**