December 24, 2015

Dear [Name]:

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: SNL-047-2015]

On December 11, 2015, Service NL received your request for access to the following records/information:

"I'm requesting all records within Service N.L.'s consumer complaints database pertaining to psychic services (i.e. palm reading, tarot card reading, fortune telling, etc.). This includes but is not limited to complaints, inquiries, notifications to businesses and responses from businesses, as well as convictions under the Consumer Protection Act, between now and 2010. If there is any exempt material within my request, please release all severable portions of the otherwise exempt material. Thank you."

Service NL officials reviewed your request and searched for responsive information. However, after conducting a search of the Department’s information, we could not locate any records that are responsive to the information you have requested. As such, this is to advise that Service NL has no information that is responsive to your request.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the Access to Information and Protection of Privacy Act (the Act). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P.O. Box 13004, Stn. A
St. John's, NL A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act.
Please be advised that this letter will be published following a 72 hour period after it is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the letter posted to the Office of Public Engagement's website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact me by telephone at 709-729-7437 or by email ellenhaskell@gov.nl.ca.

Sincerely,

ELLEN HASKELL
ATIPP Coordinator