

October 16, 2018

EMAIL

Subject: Request for access to an administrative document
Our file: 16310/18-153

The present is a follow up of your request of Septembre 20th, 2018 requesting access to obtain copy of complaints made towards the Aide financière aux études by university applicants, from the year 2017. After analysis, we accede to your request.

For the period of January 1st, 2017 to December 31, 2017, the Ministère received a total of 319 complaints related to Aide financière aux études. However, complainants do not always identify the type of educational institution attended. Thus, university students identify themselves for 58 complaints of them and the breakdown by subject is the following:

- Calculation of aid: 16
- Lack of information: 13
- Telephone access: 11
- Processing time: 7
- Wrong information: 4
- Recovery: 3
- Recognition of training: 2
- Review Process, Recourse Rights and Committees Appointed by the Minister: 1
- Recognition of autonomous student status: 1

According to section 51 of the Law, we inform you that you are entitled to ask for a review of this decision, before the Commission d'accès à l'information. Please find enclosed an explanatory note concerning the use of this right.

Sincerely yours,

Ingrid Barakatt
The person in charge of access to documents

Encl. 1

NOTICE OF RECOURSE

(Pursuant to a decision rendered in accordance with the *Act respecting Access to documents held by public bodies and the Protection of personal information*)

REVIEW

a) Power

Article 135 of the Act stipulates that every person whose request has been denied in whole or in part by the person in charge of access to documents or of the protection of personal information may apply to the Commission d'accès à l'information for a review of the decision. An appeal may also be brought for a failure to respond within the applicable time limit.

The application for review must be made in writing; it may state briefly the reasons for which the decision should be reviewed (article 137).

The Commission d'accès à l'information may be reached at the following addresses:

QUÉBEC

Commission d'accès à l'information
Suite 2.36
525, boul. René-Lévesque Est
Québec (Québec) G1R 5S9

Phone : (418) 528-7741
Fax : (418) 529-3102

MONTRÉAL

Commission d'accès à l'information
Suite 18.200
500, boul. René-Lévesque Ouest
Montréal (Québec) H2Z 1w7

Phone : (514) 873-4196
Fax : (514) 844-6170

b) Grounds

An application for review may be based on grounds pertaining to the decision, the time prescribed for processing the request, the mode of access to a document or information, the fees payable, or the application of Article 9 (personal notes written on a document, sketches, outlines, drafts, preliminary notes or other documents of the same nature which are not deemed to be documents held by a public body).

c) Time limit

The application for review must be made to the Commission d'accès à l'information within thirty (30) days of the date of the decision or of the time granted by the Act to the person in charge for processing a request (Article 135).

The Act specifically provides that the Commission d'accès à l'information may, for any serious reason, release the applicant from a failure to respect the thirty-day time limit (Article 135).