



Access to Information Act

Annual Report 2025-2026

Prepared as of August 24, 2026

College of Immigration and Citizenship Consultants
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College's Narrative Report For 2025-2026

Introduction

The *Access to Information Act* (the Act) gives Canadian citizens, permanent residents or any person or corporation present in Canada a right of access to records under the control of a government institution, subject to specific and limited exceptions. Section 94 of the *Access to Information Act* requires that the head of every government institution shall prepare an annual report, which is tabled in Parliament, on the administration of the Act within the institution during each reporting period.

This annual report, covering the reporting period from April 1, 2025, to March 31, 2026, is prepared and submitted by the College of Immigration and Citizenship Consultants (College) for tabling in Parliament in accordance with section 94 of the Act.

About the College

The College is the authority mandated by the Government of Canada to regulate the practice of Regulated Canadian Immigration Consultants (RCICs) and Regulated International Student Immigration Advisors (RISIAs). Its role, authority and powers are established in the *College of Immigration and Citizenship Consultants Act* (Canada). The College sets and enforces the licensing, education and ethical standards of the profession, in the public interest. It operates independently and is not publicly funded; its revenues are derived from fees paid by licensees, applicants, and candidates.

Vision

Every person who seeks Canadian immigration and citizenship advice has informed choice and access to a College licensee who consistently offers professional services.

Purpose

To regulate immigration and citizenship consultants in the public interest and protect the public, including by:

- establishing and administering qualification standards, standards of practice and continuing education requirements for licensees;
- establishing and providing training and development programs for licensees;
- ensuring compliance with the code of professional conduct; and
- undertaking public awareness activities

Values

- **Transparency** - Share decisions, policies, procedures and disciplinary outcomes with licensees and the public.
- **Integrity** - Maintain the highest moral and ethical standards.
- **Accountability** - Ensure that the Board of Directors, management and staff take full responsibility for actions and decisions.
- **Excellence** - Achieve excellence in all endeavours.
- **Fairness** - Ensure that policies, practices, procedures and decisions are justified and well understood.
- **Communication** - Welcome licensees, stakeholders and the public to contact the College on any matter relating to the regulation of the Canadian immigration and citizenship consulting profession.



Governance

The College's federal mandate stems from:

- The *College of Immigration and Citizenship Consultants Act* (College Act)
- The *Immigration and Refugee Protection Act* (IRPA)
- The Immigration and Refugee Protection Regulations
- The *Citizenship Act*

The College Act creates a new self-regulatory regime that governs immigration and citizenship consultants. It also:

- Creates a licensing regime for immigration and citizenship consultants;
- Requires that licensees comply with the Code of Professional Conduct;
- Authorizes the College's Complaints Committee to conduct investigations into a licensee's conduct and activities;
- Authorizes the College's Discipline Committee to take or require action if it determines that a licensee has committed professional misconduct or was incompetent;
- Prohibits non-licensees from using certain titles and representing themselves to be licensees;
- Empowers the College to seek an injunction to prevent unauthorized practitioners from contravening those prohibitions;
- Gives the responsible Minister the authority to determine the number of directors on the Board of Directors;
- Requires the Board to do anything that is advisable to carry out the purposes of the College Act

The College is governed by a Board of Directors as defined by the College Act, and its operations are led by a dedicated Leadership Team.

The College did not have any wholly owned subsidiaries during this reporting period.

Organizational Structure

The College operates as a relatively small organization, comprising a Board of Directors and fewer than 150 full-time employees. While it does not maintain a dedicated Access to Information and Privacy (ATIP) office, the responsibilities of the ATIP Coordinator are collectively managed by the Interim President & Chief Executive Officer, with support from the Interim Director, Operations, the Policy Compliance Specialist, and the Compliance Coordinator.

To fulfill the proactive publication requirements under the *Access to Information Act*, the Policy Compliance Specialist collaborates with the Finance department to compile travel and hospitality expense information. The Corporate and Public Affairs department is responsible for the French translation of these disclosures.

For a breakdown of the group(s) and/or position(s) responsible for meeting each applicable proactive publication requirement under Part 2 of the *Access to Information Act*, see the section "**Proactive Publication under Part 2 of the ATIA**", below.

The College did not enter into any service agreements for ATIP-related services, as outlined in section 96 of *the Access to Information Act*, during the reporting period.

Delegation Order



The Delegation Order dated February 26, 2026, designates the Interim Director, Operations, to exercise certain powers and perform duties and functions of the Interim President & Chief Executive Officer under the Act and is attached hereto and forms part of this annual report (Appendix A).

Performance Under Part 1 of the *Access To Information Act*, 2025-2026:

The College's statistical report for 2025-2026 is attached hereto and forms part of this annual report (Appendix B). During the reporting period, the College received thirteen (13) requests under the provisions of the *Access to Information Act*. Of these requests, five (5) came from the media, two (2) from the private sector and six (6) from members of the public.

The number of formal requests received by the College has continued to increase year over year. The following chart highlights this upward trend over a three-year period.

	2023-2024	2024-2025	2025-2026
Number of informal requests received	0	13	11
Number of formal requests received	5	9	13

Completion time and disposition

Of the thirteen (13) requests received by the College, ten (10) were completed within legislative timelines. The remaining three (3) requests are carried over to the next reporting period. These requests were received during the 2025-2026 reporting period, and one remains within the prescribed legislative timeframe for completion.

The following chart outlines the completion time and disposition of the requests received during this reporting period:

Disposition of requests	Completion Time			
	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days
All disclosed		1		
Disclosed in part		3	1	2
No records exist	2			
Request abandoned		1		
Total	2	5	1	2

The percentage of completed requests for which records were "all disclosed" is 10% and the percentage of completed requests for which records were "disclosed in part" is 60%.

In the 2025-2026 reporting period, the College received two (2) consultation requests: one (1) from a Government of Canada institution and one (1) from an organization outside the Government of Canada. Both consultations were completed within 20 days of receipt, in accordance with established service standards.

During the reporting period, the College took three (3) extensions under paragraph 9(1)(a) of the Act. These extensions were required due to the substantial volume of records involved, the complexity of the requests, and limited internal resources available to support request processing. In the absence of a dedicated ATIP office, responding to increasingly complex requests necessitates significant staff involvement across business areas.



The extensions were taken to ensure thorough and accurate processing of requests while maintaining the continuity of regular business operations.

At the end of the reporting period, the College had one (1) active complaint to a request received during the 2025-2026 reporting period.

Training and Awareness

As a small organization, the College primarily relies on targeted and informal training approaches rather than formal training programs. During the reporting period, individualized onboarding and knowledge-transfer sessions were provided to a newly appointed Compliance Coordinator. These sessions covered the requirements of the *Access to Information Act*, request-processing procedures, records retrieval practices, and employee responsibilities in supporting access requests.

In addition, employees received ongoing guidance and reminders regarding their responsibilities to identify and retrieve records responsive to access requests. These awareness activities were integrated into discussions related to request processing and records management, helping to reinforce the College's obligations under the Act.

The College is planning to deliver formal access to information training during the next reporting period.

Policies, Guidelines and Procedures

The College did not implement any new or revised policies, guidelines, and procedures related to access to information during the reporting period.

Initiatives and Projects to Improve Access to Information

During the reporting period, the College continued work on its records management improvement project. The project includes developing a data dictionary, a records classification framework, naming conventions and records retention and disposition schedules. These initiatives are expected to improve record organization and retrieval, supporting more timely and efficient responses to access to information requests.

Summary of Key Issues and Actions Taken on Complaints

During the 2025-2026 reporting period, the College received one (1) complaint from the Office of the Information Commissioner related to a delay in responding to an access request. The request was complex in scope and required consultation, resulting in challenges in meeting established timelines. The College continued processing the request, maintained communication with the Commissioner's office, and reviewed its practices to improve the management of complex requests, extension planning and communication with requesters.



Proactive Publication Under Part 2 of the ATIA

The following chart sets out the College's Proactive Publication requirements under Part 2 of the *Access to Information Act*:

Legislative Requirement	Section of ATIA	Publication Timeline	Does the requirement apply to your institution? (Y/N)	Internal group(s) or position(s) responsible for fulfilling the requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
Applies to all Government Institutions as defined in section 3 of the <i>Access to Information Act</i>						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	Finance Department & Policy Compliance Specialist	8% *	Travel expenses
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Finance Department & Policy	8% *	Hospitality expenses
Reports tabled in Parliament	84	Within 30 days after tabling	Y	Policy Compliance Specialist, Corporate and Public Affairs Department, Associate Director, Operations and Chief Operating Officer	100%	2024-2025 Access to Information Act Annual Report 2024-2025 Privacy Act Annual Report
Applies to government entities or departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	N			



Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	N			
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	N			

Applies to government institutions that are departments named in Schedule I to the *Financial Administration Act* or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)

Reclassification of positions	85	Within 30 days after the quarter	N			
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Applies to Ministers' Offices (therefore applies to any institution that performs proactive publication on behalf of a Minister's Office)

Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared by a	74(b)	Within 30 days after the end of the month received	N			



government institution for the minister, that is received by their office						
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	N			
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	N			
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N			
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N			
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Ministers' Offices Expenses	78	Within 120 days after the fiscal year	N			



Note: This consolidated report is currently published by TBS on behalf of all institutions.						
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Monitoring Compliance

Processing Time

The College uses an internal tracking log to monitor the processing timelines for access to information requests. This log is regularly updated and captures key milestones, including submission dates, actions taken, deadlines and the status of each request. Oversight of all ATIP requests is the responsibility of the Policy Compliance Specialist, who provides regular updates to the Interim Director, Operations. Information on ATIP activities is also reported monthly to the Interim President & CEO, and quarterly to the Board of Directors.

Accuracy and Completeness of Proactive Publication

The College has established internal procedures to ensure the proactive publication of information under Part 2 of the *Access to Information Act* is timely, accurate, and complete. Monitoring is conducted monthly by the Policy Compliance Specialist, who reviews all proactively published materials, including travel and hospitality expenses, and drafts summaries of completed access to information requests. Published materials are also reviewed by the Interim Director, Operations prior to posting on the Open Government website. This approach supports the College’s commitment to transparency, accountability, and compliance with legislative requirements.



Appendix A

College's Access To Information Act Delegation Order

Access to Information Act and Privacy Act Delegation Order

The Interim President and Chief Executive Officer (CEO) of the College of Immigration and Citizenship Consultants (CICC), pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Interim President and CEO as the head of the CICC, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

Position	<i>Access to Information Act and Regulations</i>	<i>Privacy Act and Regulations</i>
Interim Director, Operations	Full authority	Full authority

Dated, at the City of Burlington, this 26th day of February 2026



 Kate Lamb
 Interim President and CEO, College of Immigration and Citizenship Consultants



Appendix B

College's Statistical Report on the *Access To Information Act* For 2025-2026

Statistical Report on the *Access to Information Act*

Name of institution: College of Immigration and Citizenship Consultants

Reporting period: 2025-04-01 to 2026-03-31

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

		Number of Requests
Received during reporting period		13
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		13
Closed during reporting period		10
Carried over to next reporting period		3
• Carried over within legislated timeline	1	
• Carried over beyond legislated timeline	2	

1.2 Sources of requests

Source	Number of Requests
Media	5
Academia	0
Business (private sector)	2
Organization	0
Public	6
Decline to Identify	0
Total	13

1.3 Channels of requests

Source	Number of Requests
Online	13
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	13

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		11
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		11
Closed during reporting period		11
Carried over to next reporting period		0

2.2 Completion time of informal requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
11	0	0	0	0	0	0	11

2.3 Pages released and re-released informally

Less Than 500 Pages Released and Re-released		500-10000 Pages Released and Re-released		More Than 10000 Pages Released and Re-released	
Number of Requests	Number of pages	Number of Requests	Number of pages	Number of Requests	Number of pages
11	618	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	0	3	1	2	0	0	0	6
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	2	0	0	0	0	0	0	2
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	1	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	2	5	1	2	0	0	0	10

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	18(a)	1	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	2	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	3	21(1)(a)	2
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	3
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	7	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	2	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	2	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	2						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	7	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
779	447	8

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

Disposition	Less Than 500 Pages Processed		500-10 000 Pages Processed		More Than 10 000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	1	170	0	0	0	0
Disclosed in part	6	609	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	8	779	0	0	0	0

4.5.3 Relevant minutes processed and disclosed for audio and video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio and video formats

Disposition	Number of Requests	Minutes Processed
All disclosed	0	0
Disclosed in part	0	0
All exempted	0	0
All excluded	0	0
Request abandoned	0	0
Neither confirmed nor denied	0	0
Declined to act with the approval of the Information Commissioner	0	0
Total	0	0

4.5.5 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	1	0	1
Disclosed in part	0	3	0	3
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	4	0	4

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	10
Percentage of requests closed within legislated timelines (%)	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	3	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist		0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	3	0	0	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	1	0	0	0
61 to 120 days	2	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	3	0	0	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	13	\$65.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	13	\$65.00	0	\$0.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	1	232	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	232	0	0
Closed during the reporting period	1	232	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	1	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total Number of Consultations	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 500 Pages Processed		500-10000 Pages Processed		More Than 10000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0
More than 365	0	0	0	0	0	0
Total	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 500 Pages Processed		500-10000 Pages Processed		More Than 10000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0
More than 365	0	0	0	0	0	0
Total	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
1	0	0

9.2 Investigations and Reports of finding

Subsection 37(1) Initial Reports			Subsection 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$62,100
Overtime		\$0
Goods and Services		\$74,591
• Professional services contracts	\$74,591	
• Other	\$0	
Total		\$136,691

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.600
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.400
Students	0.000
Total	1.000

Note: Enter values to three decimal places.



Appendix C
2025-2026 Supplemental Statistical Report on the *Access to Information Act*
and the *Privacy Act*

Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: College of Immigration and Citizenship Consultants

Reporting period: 2025-04-01 to 2026-03-31

Section 1: Requests Carried Over and Active Complaints Under the *Access to Information Act*

1.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2026	Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2026	Total
Received in 2025-26	2	1	3
Received in 2024-25	0	0	0
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17 or earlier	0	0	0
Total	2	1	3

1.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2025-26	1
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17 or earlier	0
Total	1

Section 2: Requests Carried Over and Active Complaints Under the Privacy Act

2.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2026	Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2026	Total
Received in 2025-26	2	0	2
Received in 2024-25	0	0	0
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17 or earlier	0	0	0
Total	2	0	2

2.2 Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2025-26	0
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17 or earlier	0
Total	0

Section 3: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2025-26?	4
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