



F07-12-MS Child Neglect Complainant Assured of Confidentiality

A complaint about child neglect sparked an investigation by the Ministry of Children and Family Development and a visit to the family's home by ministry social workers. Upset by the complaint, the parents filed an access request for records related to the investigation.

The Ministry released much of the information that it had created but withheld the complainant's identifying information. Section 77 of the *Child, Family and Community Services Act* requires the withholding of any information that could reveal the identity of a person who has made a report to the ministry. The CFCSA provides that this section applies notwithstanding the access to information rights provided by the *Freedom of Information and Protection of Privacy Act*. This reflects the public interest in promoting the protection of children by ensuring that citizens who believe child abuse or neglect is occurring will not feel afraid to report their concerns.

We reviewed the records and agreed with the Ministry's severing decisions. The applicants accepted this outcome.