



Access to Information and Privacy Office (ATIP)
Ottawa, ON K1A 0N2

Our File: A-2024-00021 / SK

Monica Auer

[REDACTED]
[REDACTED]

Dear Ms. Auer:

This is further to your request that was received in this office on June 26, 2024. We note that, pursuant to the *Access to Information Act* (ATIA), you wish to obtain the following information:

“Clarified June 28, 2024:

Please provide for each calendar year beginning in 2014 up to and including 2023 the number of complaints received by the CRTC about closed captioning, showing the total number of captioning complaints received by year.

Original request:

Please provide for each calendar years beginning in 2014 up to and including 2023 the number of complaints received by the CRTC about closed captioning, showing the total number of captioning complaints received by year, the number of complaints made by year by general types (such as but not limited to absence of captions and errors in captions), the name of the broadcasters (if any) about whom the complaints were made by year and - if programs were specifically named - the name of the programs about which complaints were made - also by year. Please provide the information in an EXCEL spreadsheet or DOC table (but not in a PDF). Thank you.”

I am pleased to enclose all the documents relevant to your request, which are disclosed in their entirety under the authority of the *Access to Information Act* (ATIA).

Please be advised that you are entitled to complain to the Information Commissioner concerning the processing of your request within 60 days after the day that you become aware that grounds for a complaint exist.

In the event you decide to avail yourself of this right, your notice of complaint should be addressed to:

Office of the Information Commissioner
30 Victoria Street, 7th Floor
Gatineau, QC K1A 1H3

You may obtain additional information on the complaint process by visiting the website of the Office of the Information Commissioner at www.oic-ci.gc.ca.

This completes our processing of your request. Should you have any questions or concerns about your request, do not hesitate to contact Sima Kiani by e-mail at AIPRP-ATIP@crtc.gc.ca.

Yours sincerely,


ATIP Coordinator

Year	Number of complaints*
2014	195
2015	207
2016	220
2017	106
2018	112
2019	62
2020	62
2021	63
2022	44
2023	37

*The CRTC's data system is outdated, and the reporting has proven to be unreliable. We cannot be reasonably assured of the accuracy of this data.