

Mediation Tool Kit

- Overview of Mediation of Appeals
- Mediation Tips for Institutions
- Mediation Checklist
- o <u>Best Practices</u>
- Letter to Heads of Institutions from Assistant
 Commissioner
- Memo to Ministers and Deputy Ministers
- o <u>Resources</u>
- IPC Practices #1 Drafting a letter Refusing
 Access to a Record
- Practice Direction #1 Providing Records to the IPC during an Appeal