

Information for complainants



Alberta Human Rights
and Citizenship Commission

INFORMATION SHEET

The Alberta Human Rights and Citizenship Commission is impartial. The Commission works for both the Complainant and Respondent in bringing about a just and fair resolution to a dispute or conflict under the jurisdiction of the *Human Rights, Citizenship and Multiculturalism Act*.

There is no fee for the Commission's services and all information remains confidential. A third party may make a complaint on behalf of another individual and a Complainant may stop the complaint process at any step.


It is contrary to the *Act* for people to retaliate against individuals seeking advice, assistance, or providing information to the Commission.

If you bring a complaint to the Commission, you will be given advice and direction on what you can do to try to resolve the problem on your own. Often, a person or organization may not be aware they have discriminated against you or others. When told of the problem or concern, people often stop the discrimination and correct any inequity it may have caused.

If your own efforts fail to resolve the problem, and you wish the Commission to become directly involved, a Human Rights and Citizenship Commission intake officer will help you file a complaint. A complainant has the legal obligation of showing that discrimination has occurred.

Once it has been determined that an act of discrimination may have occurred and it falls under the jurisdiction of the *Act*, Alberta Human Rights and Citizenship Commission staff follow a number of steps to help the parties resolve the conflict. (See Information Sheet titled *Complaint process*.)

Both the Complainant and Respondent have the following rights:

- to be fully informed of the findings of the investigation;
- to offer a resolution at any time during the process; and
- to consult with legal counsel at their own expense, if they choose, at any stage of the process. 

Contact the Commission

For more information, please contact the **Alberta Human Rights and Citizenship Commission**. We are an independent commission of the Government of Alberta. Our mandate is to foster equality and reduce discrimination. We provide public information and education programs, and help Albertans resolve human rights complaints.

Northern Regional Office

800 Standard Life Centre

10405 Jasper Avenue

Edmonton, Alberta T5J 4R7

(780) 427-7661 Confidential Inquiry Line

(780) 427-6013 Fax

Southern Regional Office

Suite 310, 525 – 11 Avenue SW

Calgary, Alberta T2R 0C9

(403) 297-6571 Confidential Inquiry Line

(403) 297-6567 Fax

To call toll-free within Alberta, dial 310-0000 and then enter the area code and phone number.

For province-wide free access from a cellular phone, enter *310 (for Rogers-AT&T) or #310 (for Telus).

TTY service for persons who are deaf or hard of hearing

(780) 427-1597 Edmonton

(403) 297-5639 Calgary

1-800-232-7215 Toll-free within Alberta

E-mail humanrights@gov.ab.ca

Web site www.albertahumanrights.ab.ca

Please note: A complaint must be made to the Alberta Human Rights and Citizenship Commission within one year after the alleged incident.

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