

INFORMATION SHEET

Definition

Remedy, as applied to complaints brought to the Alberta Human Rights and Citizenship Commission, is defined as financial and/or non-financial compensation awarded to an individual for actual losses and suffering shown to be a result of discrimination.

Objective

The objective of a remedy is to restore the person who has been discriminated against (*the complainant*) to the position he or she would have been in had the discrimination not occurred. It is **not** the purpose of the remedy to punish the person or persons (*the respondent(s)*) who contravened the *Human Rights, Citizenship and Multiculturalism Act*.

How are remedies determined?

Remedies are based on Canadian and Alberta legal precedents in human rights cases.

Once an investigated complaint is found to have merit, the Commission is responsible for addressing the interests of both the individual and the public when remedies are applied.


For example, if it is determined that a complainant has lost his or her job because of racial discrimination, the **individual's interests** would be addressed if the employer was required to do one or more of the following:

- provide an apology to the complainant;
- provide a job reference for the complainant;
- commit to not repeating the behaviour or ensuring the behaviour will not recur in the workplace;
- re-instate the complainant to his or her former job if the complainant wishes to return;
- make financial compensation to the complainant for lost income as well as for any pain and suffering he or she has experienced as a result of the discrimination.

The **public's interest** would be addressed if the employer was also required:

- to have an education session on human rights,
- to introduce a non-discrimination policy into the workplace.

Complainants have a responsibility to minimize (mitigate) losses and are not compensated for actions which they **could** have taken, such as failing to look for or accept a job.

The degree of discrimination or harassment will have an influence on assessing what the remedy should be. Each case is unique. 

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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