

## Guidelines for emailing electronic documents

### **I am submitting a Complaint or Response Form to the Commission electronically. What do I need to know?**

- A complaint form or a response form can be up to 20 pages in total. This page limit includes the pages of the form and attachments, if any.
- Where possible, combine extra pages needed to answer questions into a single document.
- Do not use file compression software, such as WinZip, to send your Complaint or Response.

### **The Complaint and Response have been shared between parties and now I have been asked to provide further information. What do I need to know?**

- Submissions must be no longer than 3.5 MB or around 100 pages.
- Acceptable formats could include .doc, .pdf, .jpg, or .png.
- Where possible, combine attachments into a single document.
- You can use file compression software, such as WinZip, to provide information at stages other than filing the Complaint and Response.
- Audio and video recordings may be accepted in certain situations. Acceptable formats could include .wav, .mp3, or .mp4. Recordings must be no longer than 10 minutes in length. Clearly identify the specific time(s) within the recording that the relevant event occurs.

### **What if my information is larger than the limits set above?**

- If you have more information than the limit, wait until we assign a human rights officer to your complaint. You can discuss the information and its relevancy with your officer.
- Some limits to submissions cannot be increased. Refer back to the letter you received asking for the information, or contact the individual who made the request to discuss whether this is an option.

### **Which documents cannot be filed electronically?**

- Do not send us a link to a cloud-based service, such as Google Drive, Dropbox, or MS OneDrive. We cannot accept documents sent to us this way.
- Do not send us executable documents that end in .exe.
- If you send documents in these formats, we will ask you to resubmit your information in a format we can accept.

### **Where do I send my electronic document?**

- Email your information to [AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca).
- In the email message, include your name *and* the name of the other party. Include the inquiry or complaint file number, if assigned. You will find this number on letters from the Commission.

### **What if I cannot submit information electronically?**

- If you cannot submit your information electronically, you can send it to us by regular mail or fax.
- Page limits apply to mail or fax documents. A complaint form or a response form can total 20 single-sided pages. This page limit includes the form and attachments, if any. Submissions later in the process can be up to 100 pages in total.

## Contact the Alberta Human Rights Commission

**Website** [albertahumanrights.ab.ca](http://albertahumanrights.ab.ca)

**Email address** [AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)

**Confidential inquiry line** 780-427-7661

**Fax** 780-427-6013

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

TTY service for persons who are deaf or hard of hearing: to call toll-free within Alberta, dial 1-800-232-7215.

**Alberta Human Rights Commission**

**Southern Regional Office**

200 John J. Bowlen Building  
620 – 7 Avenue SW  
Calgary, Alberta T2P 0Y8

**Alberta Human Rights Commission**

**Northern Regional Office**

800 – 10405 Jasper Avenue NW  
Edmonton, Alberta T5J 4R7

The Alberta Human Rights Commission is 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 resolve human rights complaints in Alberta.