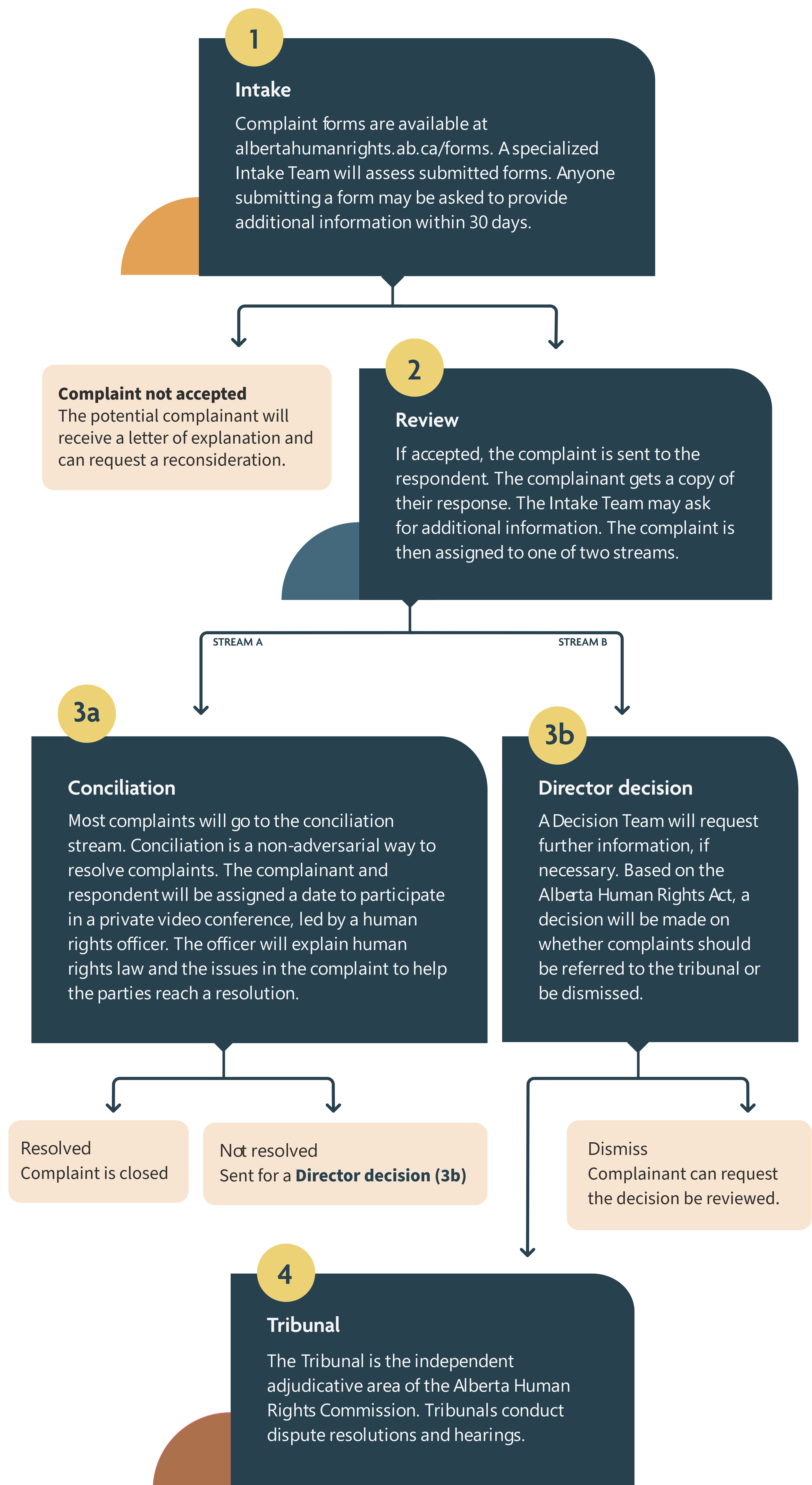


Complaint resolution

Guiding principles for the complaint process:

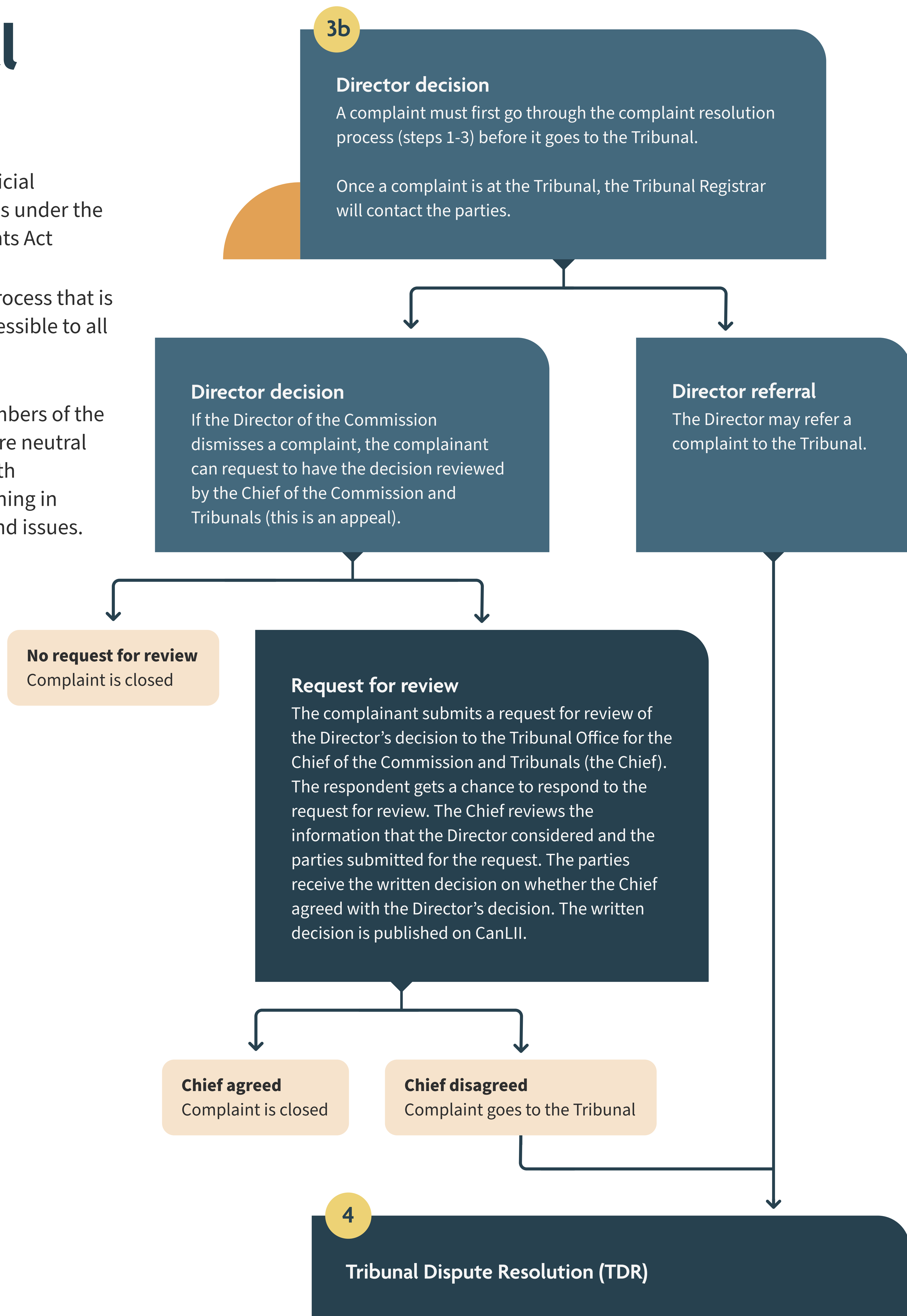
- strive to close as many complaints as we receive in a year
- resolve complaints in a timely, effective, and fair manner
- address public interest issues, including systemic discrimination
- learn from past projects and processes to streamline steps, emphasize conciliation, maintain firm deadlines, and use specialized teams.



Tribunal

The Tribunal:

- delivers a quasi-judicial adjudication process under the Alberta Human Rights Act
- is committed to a process that is fair, timely, and accessible to all parties
- is comprised of Members of the Commission, who are neutral decision-makers with knowledge and training in human rights law and issues.



Tribunal continued

4

Tribunal Dispute Resolution (TDR)

TDR is a confidential and voluntary mediation process. The complainant and respondent have decision-making power in this step. The parties meet through video conference with a Member of the Commission who helps them try to resolve the issues in the complaint.

Resolved

Complaint is closed

Not resolved

Complaint goes to a pre-hearing

5

Pre-hearing

The parties meet with the Tribunal Registrar or a Member of the Commission through teleconference or videoconference to set dates for the hearing and deadlines for hearing submissions.

Before the hearing, parties may also raise other issues specific to the hearing. Parties file hearing submissions and exchange them with each other before the hearing.

6

Tribunal hearing

A Tribunal hearing is adjudicated by one (and in some cases three) Members of the Commission. During a hearing, the complainant and respondent make opening statements, present their cases by asking witnesses questions, and make closing statements. All Tribunal hearings are open to the public.

Tribunal decision

After the hearing, the parties receive the Tribunal's written decision and it is published on CanLII