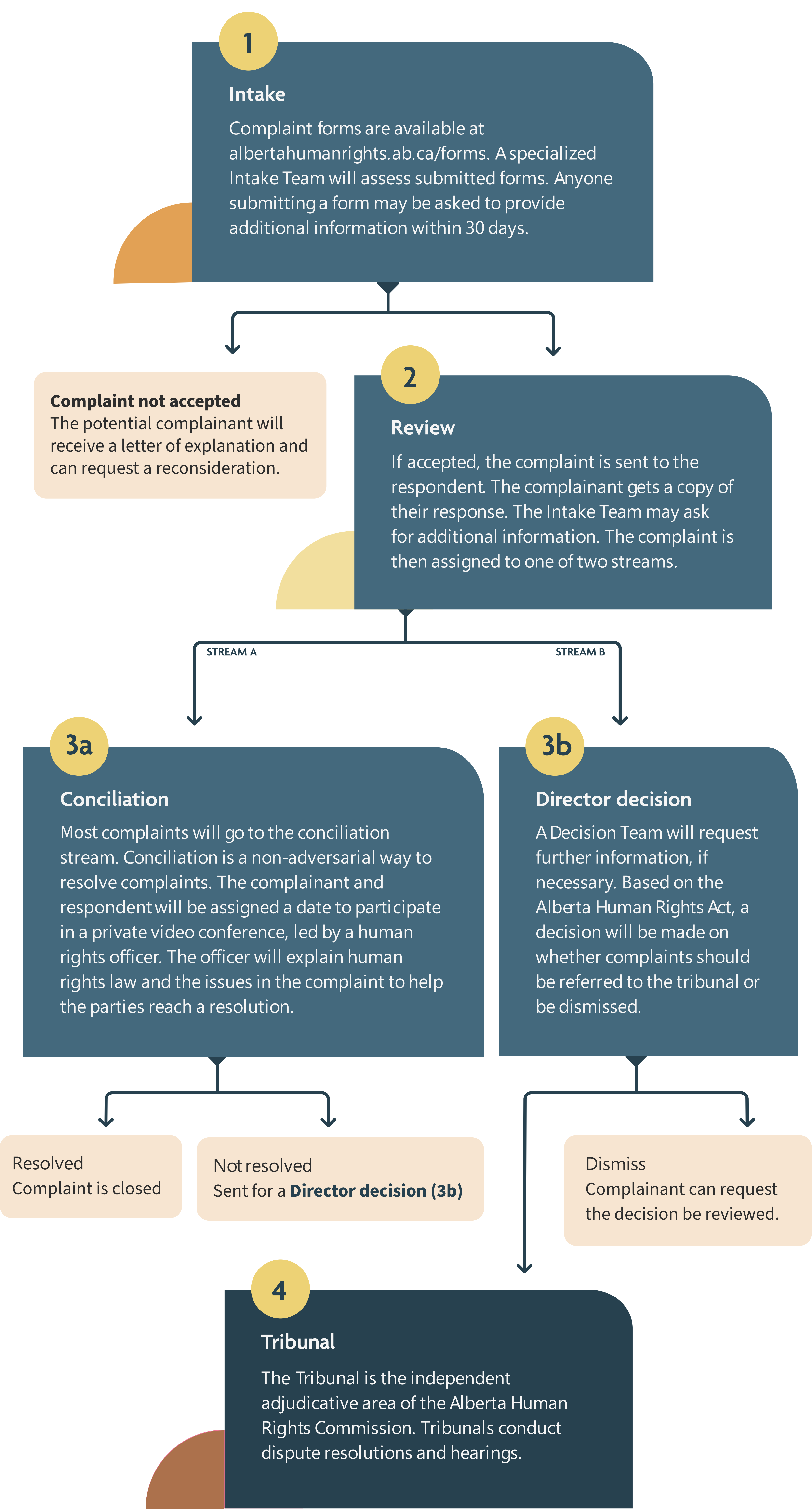


# Complaint process

## Director's stage

Guiding principles at the Director's stage:

- use specialized teams
- streamline steps, emphasize conciliation, and maintain firm deadlines
- resolve complaints in a timely, effective, and fair manner
- strive to close as many complaints as we receive in a year



3b

### Director decision

A complaint must first go through the complaint resolution process (steps 1-3) before it goes to the Tribunal.

Once a complaint is at the Tribunal, the Tribunal Registrar will contact the parties.

### Director decision

If the Director of the Commission dismisses a complaint, the complainant can request to have the decision reviewed by the Chief of the Commission and Tribunals (this is an appeal).

### Director referral

The Director may refer a complaint to the Tribunal.

**No request for review**  
Complaint is closed

## Tribunal stage

The Tribunal is:

- the independent, adjudicative (decision-making) arm
- an administrative tribunal with powers and procedures similar to a court of law, but is less formal (known as "quasi-judicial")
- comprised of Members of the Commission, who are neutral decision-makers with knowledge and training in human rights law and issues
- committed to a fair, timely, and accessible process

### Request for review

The complainant submits a request for review of the Director's decision to the Tribunal Office for the Chief of the Commission and Tribunals (the Chief). The respondent gets a chance to respond to the request for review. The Chief reviews the information that the Director considered and the parties submitted for the request. The parties receive the written decision on whether the Chief agreed with the Director's decision. The written decision is published on CanLII.

**Chief agreed**  
Complaint is closed

**Chief disagreed**  
Complaint goes to the Tribunal

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**Tribunal Dispute Resolution (TDR)**

# Tribunal stage continued

