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

Complaint not accepted The potential complainant will receive a letter of explanation and can request a reconsideration.

Intake

Complaint forms are available at albertahumanrights.ab.ca/forms. A specialized Intake Team will assess submitted forms. Anyone submitting a form may be asked to provide additional information within 30 days.

Review

If accepted, the complaint is sent to the respondent. The complainant gets a copy of their response. The Intake Team may ask for additional information. The complaint is

STREAM B

3b

 learn from past projects and processes to streamline steps, emphasize conciliation, maintain firm deadlines, and use specialized teams.

then assigned to one of two streams.

Conciliation

3a

Most complaints will go to the conciliation stream. Conciliation is a non-adversarial way to resolve complaints. The complainant and respondent will be assigned a date to participate in a private video conference, led by a human rights officer. The officer will explain human rights law and the issues in the complaint to help the parties reach a resolution.

STREAM A

Director decision

A Decision Team will request further information, if necessary. Based on the *Alberta Human Rights Act*, a decision will be made on whether complaints should be referred to the tribunal or be dismissed.

ResolvedNot resolvedComplaint is closedSent for a Direct

Not resolved Sent for a Director decision (3b)

Dismiss Complainant can request the decision be reviewed.

Alberta Human Rights Commission

Tribunal

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The Tribunal is the independent adjudicative area of the Alberta Human Rights Commission. Tribunals conduct dispute resolutions and hearings.