

## Human Rights Dispute Resolution Options

Human Rights  
Dispute  
Resolution

### Human Rights Dispute Resolution Options

If you believe that a landlord or housing provider has discriminated against you, you may want to try resolving the issue on your own. In some cases, the landlord or housing provider may not be aware that they have done anything discriminatory. They may stop the discrimination and correct any inequity they may have caused if they know about the problem or concern. Before making a complaint to the Alberta Human Rights Commission, both the tenant making the complaint and the landlord or housing provider can try to resolve a human rights matter using the following tips.

#### Dispute resolution tips for tenants

Try talking to the landlord or housing provider and explaining the situation. You can write a letter to the landlord or housing provider explaining:

- What happened.
- When it happened.
- Who you are complaining about.
- How it made you feel.
- What you would like to happen to fix the situation.

You may also offer to get some information from the Alberta Human Rights Commission so that you and the landlord or housing provider can work together to resolve the issue.

#### Alberta Human Rights Commission Complaint Process

If you cannot resolve your human rights issue with your landlord or housing provider, you can call the Alberta Human Rights Commission. You will be able to speak to a Human Rights Officer about your situation and they will give you more information about the *Alberta Human Rights Act*. The call is free and confidential.

**A landlord or housing provider cannot evict you if you make or try to make a complaint to the Alberta Human Rights Commission. Under the *Alberta Human Rights Act*, retaliation based on a human rights complaint is not allowed.**

## *How do I file a complaint?*

If you believe that you have been discriminated against and decide to file a human rights complaint, you can make a complaint to the Alberta Human Rights Commission within one year of the alleged incident of discrimination. You will have to file the complaint in writing by:

- Filling out the Human Rights Complaint Form on the Commission's website.
- Writing a letter to the Alberta Human Rights Commission, with information that the Human Rights Complaint Form asks for.

You can get help from a person that you know and trust. For example, a friend, family member, or settlement worker can help you fill out the complaint form or file the complaint on your behalf. Sometimes, a Human Rights Officer can help you file a complaint if you need help (for example, if you are new to Canada). Contact the Alberta Human Rights Commission to find out if you qualify.

**You can withdraw a complaint at any time. Sometimes, the landlord or housing provider will fix the situation and there will no longer be a need to continue with the complaint process.**

## *What happens after I file a complaint?*

The Alberta Human Rights Commission will read your complaint and decide whether it will take your complaint. If so, the Commission will send a copy of the complaint to the landlord or housing provider (they are called the "respondent" in the complaint). The landlord or housing provider will then have 30 days to respond to the Commission about the complaint. You will get a copy of the response.

## *What happens after a landlord or housing provider responds to my complaint?*

A Human Rights Officer will then talk to you and the landlord or housing provider to reach a solution (this is called the "conciliation" process). 95% of all complaints are resolved through conciliation.

## **What happens if conciliation doesn't work?**

If a complaint is not resolved by conciliation, then the issue will go to the Human Rights Tribunal. The Tribunal is a group of people that will review your complaint, listen to witnesses and decide on a solution. You can ask for an interpreter or translator if your matter goes to the Human Rights Tribunal.

In some cases, the Tribunal will decide on a remedy to compensate you for any losses that you faced because of the discrimination. Some examples of remedies are:

- The landlord or housing provider has to change a rule, practice or situation so that it is fair for everyone.
- The landlord or housing provider has to apologize to you.
- The landlord or housing provider has to pay damages.

## **Do I need to hire a lawyer?**

Although you can file a human rights complaint yourself, you should consider seeking legal advice. If you decide to hire a lawyer, you will need to pay for the lawyer's services yourself. If you would like legal advice, there are options for getting help.

**For more information on getting legal help in Alberta, please visit the Centre for Public Legal Education Alberta's Canadian Legal FAQs website:**

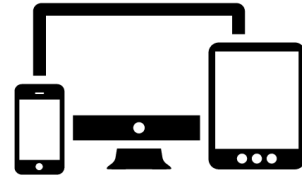
<https://www.law-faqs.org/legalassistance>

**Resolving a human rights complaint with the Human Rights Commission takes time. Some cases can be resolved in less than one year but some cases can take much longer.**

## Where to find more information

### Alberta Human Rights Commission

Information sheets on the complaint process  
<http://bit.ly/2ZqDkfw>



Alberta  
Human Rights Commission

[www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)

### Centre for Public Legal Education Alberta

How to file a human rights complaint in Alberta publication  
<https://www.cplea.ca/howtofilehrcomplaint>

You should not rely on this publication for legal advice.  
It provides general information on Alberta law only.

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