

# How to file a human rights complaint in Alberta

Have you been discriminated against? Under the *Alberta Human Rights Act*, you can file a complaint



## Why should I file a human rights complaint?

There is more than one reason you might file a complaint. Here are some examples:



The person who discriminated against you does not know that what they are doing is wrong.



The landlord has an unfair policy that excludes you because of a protected ground.



You lost money because of the discrimination. For example, you gave the landlord money and it was kept unfairly.



Do you want to make a complaint? You can call the Alberta Human Rights Commission. Calling the Commission is free and confidential.

If you decide to file a complaint, the officer will need to speak to you and the person that you believe discriminated against you.

# I want to file a complaint. What is the process?



**COMPLAINANT**

#1

## Fill out a complaint form

A friend, family member, or human rights officer can help you fill out the form; they are filing the complaint on your behalf. You are the **complainant**.



**COMPLAINT**



**COMMISSION**

#2

The Alberta Human Rights Commission reads your complaint. The Commission will decide if it will take your complaint or not.



**RESPONSE**

#4

The respondent has 30 days to respond to your complaint.

The respondent will send their response to the Alberta Human Rights Commission. You will get a copy of the response.



30  
DAYS



**RESPONDENT**

#3

The Commission will send a copy of the complaint to the person you think discriminated against you. This person is the **respondent**.



**COMPLAINANT**



**CONCILIATOR**



**RESPONDENT**

#5

The human rights officer will talk to the complainant and the respondent. The officer does not take sides. They see if there is a solution. This is called **conciliation**. The human rights officer is the **conciliator**.

You do not have to meet with the respondent. The officer can talk to you separately. The officer will often talk to you on the telephone.

## What happens next?

About 95% of all complaints are resolved by conciliation. A complaint that cannot be resolved by conciliation will go to the **Human Rights Tribunal**.

The Tribunal is a group of people who will look at your complaint, hear witness statements, and decide on a solution.

### Did you know?

You can ask for an interpreter or translator.

### Resolving a complaint takes time

In 2014–2015, about 50% of complaints were resolved within one year. Some cases may take longer.

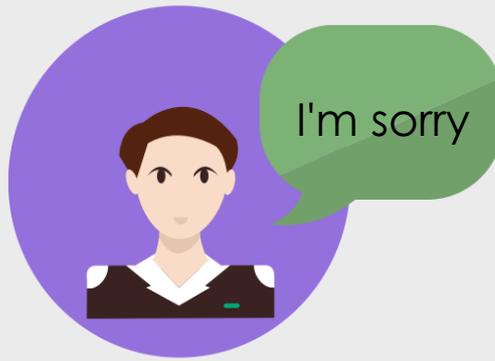
## The Tribunal found a remedy to my complaint. What is a remedy?

In some cases, the Tribunal will decide on a **remedy** to your complaint. A remedy compensates you for any losses you faced because of the discrimination.

Here are some examples of remedies:



The respondent changes a rule so it is fair to everyone.



The respondent apologizes to you.



The respondent pays you damages.

To contact the Alberta Human Rights Commission, go to:

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

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

Funding for this handout was made possible by the Human Rights Education and Multiculturalism Fund.

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