

Conciliation



Alberta Human Rights
and Citizenship Commission

INFORMATION SHEET

When a complaint alleging discrimination is filed with the Alberta Human Rights and Citizenship Commission, two methods may be used to reach a resolution to the dispute. The first is conciliation; the second is **investigation**.

Conciliation is a voluntary, non-adversarial approach to resolving disputes in which a neutral person, known as a conciliator, helps the Complainant and the Respondent (the parties in the dispute) to identify the issues, discuss the factors surrounding these issues and generate possible solutions. The objective of conciliation is to reach a settlement which is acceptable to both parties without going through an investigation. To ensure the parties are as forthright as possible, all discussions and any information supplied by the parties will be on a “without prejudice basis” and will not be used for any purpose other than the conciliation.

Investigation is the impartial collection and examination of facts around the complaint. The objective of investigation is to determine whether the complaint has merit. An investigation is conducted if conciliation is inappropriate, unsuccessful or declined by either party. (See Fact Sheet titled *Complaint Process*.)

Although complaints may be mailed to the Commission, when a complaint is made in person, an **intake officer** may assist the Complainant to fill out the proper forms. The intake officer does not assess the merits of the complaint.

Conciliation process


After the complaint has been filed, the case is assigned to a **conciliator**, who will attempt to bring about a settlement of the complaint by assisting the parties to agree to a mutually acceptable solution.

During conciliation, it is the parties themselves who make any decisions to resolve the dispute. The conciliator simply helps them understand the issues and come to a mutually acceptable solution.

The conciliator remains neutral during the process and does not judge the issues. The conciliator does not have the authority to impose any solution or decision on the parties. The Commission recognizes the rights of both parties to the complaint and, during conciliation, does not act on behalf of either party.

If conciliation is unsuccessful or if one of the parties declines conciliation, the case will be reassigned to an **investigator**. The investigator will report the investigation results, analyse the results in terms of human rights law and recommend a remedy if appropriate. (See Information Sheet titled *Remedy*.)

Each case is unique. Conciliation may be influenced by the degree of the alleged discrimination, specific facts of the incident and the evidence available.

Conciliation is often successful because any settlement decisions have been made jointly by both parties who share “ownership” of the decision and respect the outcome. 

Contact the Commission

For more information, please contact the **Alberta Human Rights and Citizenship Commission**. We are an independent commission of the Government of Alberta. Our mandate is to foster equality and reduce discrimination. We provide public information and education programs, and help Albertans resolve human rights complaints.

Northern Regional Office

800 Standard Life Centre
10405 Jasper Avenue
Edmonton, Alberta T5J 4R7

(780) 427-7661 Confidential Inquiry Line

(780) 427-6013 Fax

Southern Regional Office

Suite 310, 525 – 11 Avenue SW
Calgary, Alberta T2R 0C9

(403) 297-6571 Confidential Inquiry Line

(403) 297-6567 Fax

To call toll-free within Alberta, dial 310-0000 and then enter the area code and phone number.

For province-wide free access from a cellular phone, enter *310 (for Rogers-AT&T) or #310 (for Telus).

TTY service for persons who are deaf or hard of hearing

(780) 427-1597 Edmonton

(403) 297-5639 Calgary

1-800-232-7215 Toll-free within Alberta

E-mail humanrights@gov.ab.ca

Web site www.albertahumanrights.ab.ca

Please note: A complaint must be made to the Alberta Human Rights and Citizenship Commission within one year after the alleged incident.

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