

Information for respondents



Alberta Human Rights
and Citizenship Commission

INFORMATION SHEET

The Alberta Human Rights and Citizenship Commission is impartial. The Commission works for both the Respondent (the person or organization which has allegedly discriminated against someone) and the Complainant (the person who has allegedly been discriminated against) in bringing about a just and fair settlement to a dispute or conflict under the jurisdiction of the *Human Rights, Citizenship and Multiculturalism Act*.

There is no fee for the Commission's services and all information remains confidential. A third party may complain on behalf of another individual and a Complainant may stop the complaint process at any time. Conversely, the Respondent may offer a resolution at any time during the complaint process.


It is contrary to the *Act* for anyone to retaliate against individuals seeking advice and assistance from the Commission or anyone assisting the Commission with an investigation.

Often, a person or organization may not be aware they have discriminated against someone. This is why the Commission initially encourages individuals with a complaint to try to resolve the problem on their own. Most people stop the discrimination and correct any inequity it may have caused the Complainant when they are told of a legitimate problem or concern.

When someone files a written complaint, a copy of that complaint is sent to the Respondent who is given 21 days to respond to the Commission about the complaint. A questionnaire is provided to respondents to help them provide the facts of the case from their point of view.

Once it has been determined that an act of discrimination may have occurred and it falls under the jurisdiction of the *Act*, Commission staff follow a number of steps to try and help both parties resolve the conflict. (See Information Sheet titled *Complaint process*.)

Both Respondents and Complainants have the following rights:

- to be fully informed of the findings of the investigation;
- to offer a resolution at any time during the process; and
- to consult with legal counsel at their own expenses at any stage of the process. 

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.

The *Human Rights, Citizenship and Multiculturalism Education Fund* has provided funding for this publication.