

Infographic:

The discrimination complaint process

Not every human rights complaint goes through the Commission's complaint process in the same way. A complaint may go through one or several steps, depending on the situation. The order of the steps can vary because every complaint is unique. The time it takes the Commission to process your complaint varies depending on several factors, including the nature of the allegations and the volume of other complaints at that time.

Overall, our complaint process follows six main steps.

**How do
I file a
Complaint?**



Step 1



**You can file
a complaint
online,
by email,
by fax, or
by mail!**

**There is no walk in service
available to file your complaint.**



Canadian
human rights
commission

Commission
canadienne des
droits de la personne

www.chrc-ccdp.gc.ca

Step 2



**We will review your
Complaint Form.**



-
- **Not all complaints are accepted.**
 - **You will be notified either way.**
-

Step 3

Processing the Complaint



What happens if your complaint is accepted ?

At this step, the Commission will process the complaint in one of two ways:

OPTION

A



Assess Preliminary Issues

OPTION

B



Gather Response & Reply

OR

Step 3

Processing the Complaint

OPTION

A



Assess Preliminary Issues

Some complaints require a decision at this step.

When we review your Complaint Form, we may identify some preliminary issues that we need to address.

The Commission can decide to close the file at this step, or your file can be sent to another step in our process.

Step 3

Processing the Complaint

OPTION

B



Gather Response & Reply



- **The Commission will ask the Respondent to fill out a Response Form.**
- **The Commission will ask the Complainant to fill out a Reply Form.**

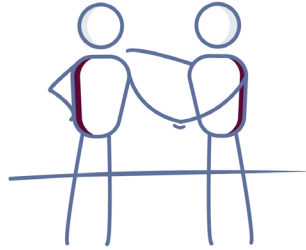
The information provided in the Response and Reply helps us determine next steps.

Step 4



Mediation

- is voluntary, confidential and optional



Conciliation

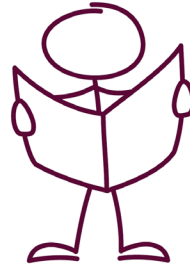
- is similar to mediation but it is mandatory
- can occur at any point in the process

Both processes give the parties an opportunity to resolve the complaint.

Note to Respondents:
Any preliminary issues you raise will be assessed after mediation.

Step 5 
Complaint Review

Assessment



A Human Rights Officer will assess:

- the preliminary issues (if any are raised that were not already examined), and/or
- the allegations in the complaint.

The parties will receive a Report for Decision and they will have an opportunity to provide comments.

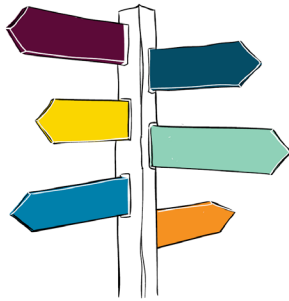
The Commissioner(s) will review the report and comments when deciding what will happen with the complaint.

Step 6

Commission Decision



The Commissioner(s) can decide:



- To request more information
- Not to deal with the complaint
- Not to deal with the complaint at this time
- To deal with the complaint
- To send the complaint to Conciliation
- To refer the complaint to the Canadian Human Rights Tribunal
- To approve a settlement
- To dismiss the complaint