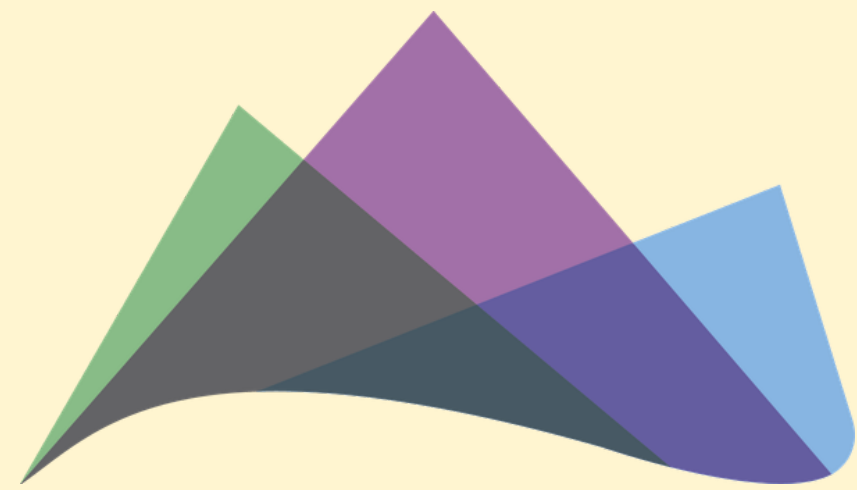


# Early Resolution

## Another Option for Resolving Complaints



The human rights complaint process is a legal process. It is not the right fit for everyone or every situation. The Commission offers early resolution for those who want to maintain relationships and find practical solutions. This resource explains what early resolution is, when it may be appropriate, and the Commission's role.

### What is an Early Resolution Process?

This approach is offered when it appears the Commission can proceed with a complaint. The process is flexible, relational, and builds on the strengths of those involved. **It may be a good fit when those involved:**

- want to maintain their relationship
- want to focus on solutions rather than arguing about what happened
- are looking for creative solutions to an ongoing issue
- want to resolve the matter quickly

### The Commission's Role in Early Resolution

Every situation is different. There are many ways to reach a resolution.

#### **Commission staff may:**

- explain rights and responsibilities under the Human Rights Act
- help address conflict and support repair through conflict coaching
- ease system navigation and facilitate meaningful conversations
- build connections with others who can help create lasting solutions
- provide training or develop resources to promote human rights
- discuss policies and procedures to prevent discrimination

**⚠ Important:** People define justice in many different ways. The Commission cannot tell you what to do, provide legal advice, or represent you.

### Finding Solutions

If the complaint is unresolved, the Commission will review the information gathered to determine if it has the jurisdiction to proceed and decide the next steps.

