

# Overview of the Human Rights Complaint Process

**1** Your human rights complaint is served on the person you are complaining about.

**2** We try voluntary mediation to resolve the complaint.

**3** We investigate the complaint if it is not resolved. **Due to current caseloads, this step takes time.**

**4** At any stage before Step 5, the complaint may be assessed for dismissal under Section 31/32 of the Human Rights Act.

**5** The Human Rights Commissioners review the complaint and decide if there is enough evidence to go to a hearing.

**6** If your complaint goes to a hearing, a Human Rights Adjudicator will decide if discrimination happened or not.



709-729-2709



@nlhumanrights

For more information, please visit: [thinkhumanrights.ca](https://thinkhumanrights.ca)