THE COMPLAINT PROCESS

Overview of how human rights complaints *typically* proceed at the Yukon Human Rights Commission

YUKON HUMAN RIGHTS COMMISSION | COMMISSION DES DROITS DE LA PERSONNE DU YUKON

A Make an Inquiry

Inquiries are free, confidential, and optional, but strongly recommended. A staff member will listen and provide information on next steps, which could be to submit a complaint.

B Submit a Complaint

Prepare your complaint by completing the complaint form. This form can be submitted online, by email, or in-person. It is free to submit a complaint.

C Await Initial Review

Before a human rights complaint is accepted for investigation by the Yukon Human Rights Commission, it must pass an initial screening phase. Each complaint is reviewed carefully.

D Continue to Conclusion Based on the Facts and Circumstances of Your Complaint

Every complaint is unique. How it proceeds and concludes depends on many factors. The chart below (D) shows how most complaints progress through the human rights process.

Optional
Active
Closed

A Inquiry

B Complaint

C Initial Review

The preliminary steps. After this, there are many possible pathways your complaint could take.

D

Not Accepted

The complaint falls outside the scope of the *Act*. Written reasons are provided.

Accepted/Partially Accepted

All or some of the complaint is accepted. Both the Complainant and the Respondent are notified of the decision.

Settlement

The Commission will facilitate settlement where it is requested by the parties. This is voluntary.

Investigation

An investigator gathers evidence and summarizes their findings in an investigation report.

Dismissed

Commission Members determine no reasonable basis for the matter to proceed.

Disposition

Commission Members review the investigation report and parties' submissions to decide whether the matter should proceed to the next stage.

Board of Adjudication Decision

The decision can be appealed to the Supreme Court of Yukon by any party within 30 days.

Public Hearing

A Board of Adjudication reviews the evidence to determine if the complaint is proven.

Possible Outcomes at Different Stages in the Process

Referred

The Commission asks a Board of Adjudication to decide the complaint in certain circumstances without an investigation. Complaint moves to **Public Hearing**.

Suspended

Another process, such as internal grievance or review procedure, is reasonably available or underway. If unsuspended, complaint returns to its stage prior to suspension.

Stopped

Unique circumstances, such as improper use of the process or the issue has been addressed by another process, cause the Commission not to investigate.

Settled

The Commission and both parties must agree to any settlement.

Abandoned

The Complainant abandons their complaint.

Withdrawn

The Complainant may withdraw at any time by asking the Commission to stop the complaint.