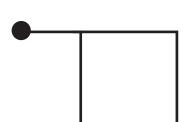
### **Pathway of a Complaint**



No Reasonable Grounds for Complaint Appeals Process for Complainant Registrar & Director Judicial Review
Supreme Court
of NS



### **Inquiry**

- Determine if 12-month limitation period has expired;
- Extension Process –
   24 months Application to Director
- 3. Determine whether reasonable grounds exist to believe that a violation of the Act has occurred
- 4. Provide Complainant with Complaint form and establish expectations of process

# **Complaint Acceptance**

- No reasonable grounds for Complaint
- 2. Finalizing the Complaint:
  - Is the information clear and understandable?
  - Is the information sufficient to establish the Commission's jurisdiction under the Act?
  - Is the information sufficient to allow a potential respondent (s) to understand and respond to the allegations?
  - Systemic Discrimination Considerations
- 3. Finalizing & signing by Complainant

#### Early Resolution

- 1. Reasonable grounds to believe that a violation of the Act may have occurred
- 2. Approval from SHRO or MDR
- 3. Parties understand that no final determination has been made about the inquiry
- ER HRO facilitation of a resolution conference & settlement between parties

# **Investigation Stage**

- 1. Recommendation to Director for dismissal under Sec 29(4)
- 2. Recommendation of a **Direct Referral to a Board of Inquiry** 
  - Complex legal issues that are beyond the scope of investigator
  - Multiple complainants with the same set of issues against respondent
  - Possible conflict of issue situations
  - Any other situation as appropriate
- 3. Deferring Investigation pending completion of a related proceeding
- 4. Administrative Investigation

## Recommendations to Commissioners

- 1. Recommendation of a **Referral to a Board** of Inquiry
- 2. Settlement Agreement
- 3. Dismissal

### Restorative **Principles**

- 1. Responsive
- 2. Collaborative
- 3. Relational
- 4. Comprehensive
- 5. Inclusive
- 6. Forward Focused