

Understanding and Communicating your Human Rights Complaint

For your complaint to proceed through the Human Rights Commission process, you must communicate how you have faced a violation of your Human Rights as laid out by the law. This means you must communicate how you were wronged because of a protected characteristic in a protected area.

If you fail to do this, you may not be able to proceed with your complaint.

The staff at the Human Rights Commission cannot assist you with communicating this, so it is important that you take your time and review the protected characteristics and protected areas before you submit your complaint/inquiry.

Be sure to review our information on Protected Characteristics and Protected Areas before proceeding with your inquiry to the Human Rights Commission.

Organizing your thoughts and evidence helps you explain your situation clearly to the commission or advisors. Here's how to do it:

- **Make a Timeline:** A timeline lists events in the order they happened. Write down the date and time of each event. Also, note any documents or messages and where you saved them. For more details on how to make a timeline and a useful template, [click here](#).
- **Collect Documents and Evidence:** Gather important documents, emails, and screenshots. Save them in a safe place and make backup copies. Name the files so you can easily find them and see where they fit in your case. For a helpful document to keep track of your files, [click here](#).
- **Identify the Specific Human Rights Violation:** Look at your timeline and documents. Note any protected characteristics and areas. Clearly say which human rights were violated. Check the relevant laws or regulations that apply to your case. For more information on Protected Characteristics and Protected Areas, [click here](#)!
- **Create a Short Impact Statement:** Write two to three sentences that include your Protected Characteristic, the Protected Area, how the violation impacted you, and what steps you took to try to fix the issue.