



How to use this form

- Use this form to file a discrimination complaint in BC for yourself or another person.
- This form has 11 steps.
 - Answer the questions on the form or use extra pages.
 - You can add up to **5 pages** to Step 3 if the form does not have enough space.
- Print clearly. Use a black or blue pen.
- Do not attach evidence about your complaint, unless it is about an employment ad or publication. The Tribunal will tell you when you need to submit evidence to support your complaint.
- Keep a copy of your complaint form and all of your documents.
- If you are filing the complaint for another person, you must also file a Form 1.2 – Authorization (unless you are their lawyer or legal advocate). Get the Form 1.2 on the [Tribunal website](#).

1-year time limit to make complaint

- Submit this form within **1 year** of the discrimination, if possible.
- If you file late, you can ask the Tribunal to accept your complaint when you fill out this form.

How to send your complaint to the BC Human Rights Tribunal

- Email: BCHumanRightsTribunal@gov.bc.ca
- Fax: (604) 775-2020
- Mail or in person to: 1270 - 605 Robson Street, Vancouver, BC V6B 5J3

How to contact us if you have questions

- Email: BCHumanRightsTribunal@gov.bc.ca
- Phone: (604) 775-2000
- Toll Free: 1-888-440-8844
- TTY: (604) 775-2021

Do you need help?

- We recommend you get legal advice about your complaint before submitting it, if possible.
- See [Who Can Help?](#) on the Tribunal website.

What will the Tribunal do with this form?

The Tribunal will read the form to see if you set out possible discrimination under the Human Rights Code. The Tribunal may ask you for more information. If you set out possible discrimination, the Tribunal will give a copy of your complaint form to the Respondents so they can respond to the complaint.

There is more information at the end of this form about:

- Meeting your needs in the process so you can take part. (The legal term is “accommodation.”)
- Privacy and who may see the information on this form,
- What happens next, and
- Protection from retaliation for making a complaint.

Individual Complaint

Step 1 – Parties



British Columbia
Human Rights
Tribunal

1270 - 605 Robson Street
Vancouver, BC V6B 5J3

Phone: (604) 775-2000 Fax: (604) 775-2020
Toll Free: 1-888-440-8844 TTY: (604) 775-2021
Email: BCHumanRightsTribunal@gov.bc.ca
Website: bchrt.bc.ca

Tribunal stamp

Step 1 Party information

Part A Complainant contact information

1. Who experienced discrimination [Complainant]?

Note: If a group or class experienced discrimination, use a Form 1.3 instead.

Legal name – First name:

Legal name – Last name:

Preferred name: (**example:** traditional name, nickname, alias)

Use my preferred name:

- ☐ When talking to me
☐ When writing to me
☐ In decisions in addition to my legal name

Title:

☐ Mr. ☐ Ms. ☐ Mx.

☐ Not listed above: _____

Pronoun:

☐ she/ ☐ he/ ☐ they/

☐ Not listed above: _____

2. Who will communicate with the Tribunal about this complaint?

Check only one:

- ☐ The Complainant
☐ A lawyer
☐ A legal advocate (**example:** a person who works for a law clinic)
☐ Another person – **must file a Form 1.2 with this complaint**

Individual Complaint

Step 1 – Parties

Complainant contact information continued

Name of person who will communicate with the Tribunal, if different from the Complainant

First name:

Last name:

Preferred name: (**example:** traditional name, nickname, alias)

Organization name, if applicable: (**example:** law firm)

Title:

☐ Mr. ☐ Ms. ☐ Mx.

☐ Not listed above: _____

Pronoun:

☐ she/ ☐ he/ ☐ they/

☐ Not listed above: _____

3. Complainant's address for delivery

You must provide:

- a) an address where all parties can send you documents. Give the address of the person who will communicate with the Tribunal,
- b) an email address, if possible. The Tribunal and parties usually communicate by email.

If you have contact information that you want to keep confidential, do not put it on this form. Provide it by email, mail, fax, or in person.

You must notify the Tribunal of any change to the address for delivery. A document sent to an address below is considered received by the complainant.

Email:

Mailing address:

City:

Province:

Postal code:

Telephone:

Fax:

Cell:

Step 1, Part B Respondent contact information

Information about Respondents:

The Respondent is the organization or person you say discriminated against you.

Usually, there is only **one** Respondent.

Usually, the only Respondent is an **organization** such as:

- A company or business that employed you, in a complaint about employment.
- A landlord, in a complaint about a tenancy.
- A government body or business, in a complaint about services.
- A union, in a complaint about union membership.

Organizations are usually responsible for their employees' conduct.

Only name another respondent if they are responsible for the same discrimination that this complaint is about.

Only name a person as a respondent if:

- the person discriminated against you, and
- you have a reason to seek a remedy against them. For example:
 - no one else is responsible for the discrimination,
 - no one else can provide the remedy, or
 - the person's conduct deserves a remedy

Give the correct legal name. Read about [how to find the correct legal name](#) under [Naming a Respondent](#) at bchrt.bc.ca.

Information about Respondent's address

Email is fastest. If possible, give an email address where we can send your complaint. Choose someone that you think has authority to respond to your complaint. For example, the owner, executive director, or someone in the human resources or legal department.

Individual Complaint

Step 1 – Parties

Step 1, Part B Respondent contact information

Check here to confirm you want to name an organization as Respondent #1.

☐ Yes, I want to name the organization that discriminated against me.

Name of Respondent #1 [If naming an employer, give the name and address from a paystub, T4, or employment contract.]:

Relationship to you: (**example:** your employer, landlord, service provider)

Email is fastest. If possible, give an email address where we can send your complaint. Choose someone that you think has authority to respond to your complaint. For example, the owner, executive director, or someone in the human resources or legal department.

Email:

Mailing address:

City:

Province:

Postal code:

Telephone:

Fax:

Cell:

Name of Respondent #2 (if applicable):

Relationship to you: (**example:** your manager, building caretaker, government employee)

Email:

Mailing address:

City:

Province:

Postal code:

Telephone:

Fax:

Cell:

Individual Complaint

Step 2 – Area and Grounds of Discrimination

Step 2, Part A Area of discrimination

Information: The Human Rights Code protects people in the following “areas”.

Check any area that applies to your complaint:

Information about the areas:

☐ Employment If your complaint is about employment, check if it is about: ☐ A job ☐ A job ad ☐ Lower rate of pay based on sex for similar work	Employment means work for an employer who controls the work and pay. It can include work as a volunteer, intern, or “independent contractor”. Applies when you: • Apply for a job • Are working as an employee • Get fired
☐ Services	Applies when you want a service. For example, you go out to eat or shop. You go to school. You apply for a government benefit. You own a strata unit.
☐ Tenancy	Applies to renting a space, including most co-op housing. Applies when you: • Try to rent a space • Are renting a space • Get evicted
☐ Purchase of property	Applies when you want to buy a house, condo, other unit, or land.
☐ Publication	Covers flyers, articles, notices, signs, and symbols. Applies when someone aims to discriminate. Example: A “whites only” sign Applies to a publication that is likely to expose a person or group to hatred. Example: An article that says a protected group is disgusting and immoral
☐ Membership in a union, employer’s organization, or occupational association	Applies when: • You want to join a union or get licensed to work by a regulator • You get suspended or expelled • You are a member

Individual Complaint

Step 2 – Area and Grounds of Discrimination

Step 2, Part B Grounds of discrimination

Information: The Human Rights Code protects you based on the characteristics or “grounds” below. The Code protects you if you have the characteristic. The Code also protects you if you don’t have the characteristic, but someone thinks you do. Discrimination is conduct that harms you based on one or more characteristics.

Example of multiple “grounds”: A service provider treats a First Nations woman badly. She selects the grounds Indigenous identity and sex.

Check only the grounds that apply to this complaint. Give details for each ground you check.

Examples: Disability – I have a learning disability. Disability – Respondent thinks I have a heart condition. Age – I am 67. Indigenous identity – I am Métis.

☐ Indigenous identity, details: _____ _____	You are First Nations, Inuit, or Métis.
☐ Race, details: _____	Example: South Asian or Black.
☐ Colour, details: _____	Skin colour. Example: Black, “dark-skinned”, “light-skinned”.
☐ Ancestry, details: _____	Where your ancestors come from. Example: Your father is Korean.
☐ Place of origin, details: _____ _____	Where you come from. Example: Born in China.
☐ Physical disability ☐ Mental disability (you can select both) details: _____ _____	Conditions that affect or are seen as affecting your abilities. Examples: Addiction, amputation, asthma, bipolar disorder, cancer, depression, dementia, epilepsy, obesity, learning disorders, developmental disabilities, impairments to hearing, speech, vision, or mobility.
☐ Sex, details: _____ _____	Includes being male, female, intersex, Two Spirit, or transgender. Includes pregnancy, breast-feeding, and sexual harassment.
☐ Gender identity or expression, details: _____ _____ _____	Gender identity is a person’s sense of their gender, including man, woman, transgender, or non-binary. Gender expression is how a person presents their gender. It includes how a person acts and appears. Gender identity or expression can include a person’s name or pronoun such as he, she, or they.

Individual Complaint

Step 2 – Area and Grounds of Discrimination

☐ Sexual orientation, details: _____ 	Includes being heterosexual, gay, lesbian, bisexual, pansexual, or queer.
☐ Age (19 or over), details: _____ 	Does not apply: • To purchase of property • If legislation allows an age distinction
☐ Family status: _____ 	Includes: • Family size • Family type (example: single parent family) • Family care responsibilities • Who is in your family (example: someone fires you because of who your father is) Does not apply to purchase of property.
☐ Marital status: _____ 	Includes: • Married, single, widowed, divorced, common-law • Who your spouse is (example: someone fires you because they fired your spouse)
☐ Religion: _____ 	Includes: • Practicing a faith • Religious beliefs • Not having certain religious beliefs or any religious beliefs at all
☐ Political belief: _____ 	Applies only to employment and membership in a union, employer’s organization, or occupational association. Includes: • Supporting a political party • Advocating for change to laws • Beliefs about how to govern a nation
☐ Criminal conviction: _____ 	Applies only to employment and membership in a union, employer’s organization, or occupational association. Includes: • Charged with a crime • Convicted of an offence
☐ Lawful source of income: _____ 	Applies only to tenancy. Example: A landlord won’t rent to you because you receive government benefits.

Individual Complaint

Step 3 – Details of Discrimination

Step 3 Details of the discrimination

To show possible discrimination under the Human Rights Code, you must show:

- The Respondent harmed you in the “area” you selected, such as employment. The legal term is “adverse effect” regarding the area.
- The harm is based on the “ground(s)” you selected. The legal term is that the grounds “are a factor in” or are “connected to” the harm.

Answer these questions. Then give details for each Respondent.

1. Describe the harm you experienced in a few words. Examples: My landlord evicted me based on my race. My co-worker said things that made work very uncomfortable for me.
Give a short answer. Use the space on the form. Your short answer helps us understand the details you give below.

2. Explain how the harm relates to the grounds you checked in Step 2, Part B above. Examples:

- The words my co-worker used are slurs about Black men.
- Security only followed me around the store, not the other people who were not First Nations.
- The Respondent fired me one week after they learned I was pregnant.
- A white male colleague got the promotion. I am at least as qualified. I am an Asian woman.
- My employer said I have to work Saturdays. My religion does not allow me to work Saturdays.
- My employer disciplined me for shouting at someone. My disability caused me to shout.
- This organization refused to provide an interpreter which I need because I am Deaf.

Consider getting help if you are not sure. See [Who Can Help?](#) on the Tribunal website.

Individual Complaint

Step 3 – Details of Discrimination

If you need more space, use extra sheets (maximum 5 pages total for Step 3). Mark them “Step 3”.

Respondent #1: _____

Describe what this Respondent did that harmed you.

- Be specific.

Example: If someone harassed you, write out the words they used.

- Conduct can be what someone did or didn't do. The legal term is "acts or omissions".

If you don't know the exact date, give an approximate date. **Examples:** 2020 02 23 or 2020 02

[illegible]

If you need more space, use extra sheets (maximum 5 pages total for Step 3). Mark them “Step 3, Respondent #1”.

Individual Complaint

Step 3 – Details of Discrimination

Respondent #2: _____

Describe what this Respondent did that harmed you.

- Be specific.
Example: If someone harassed you, write out the words they used.
- Conduct can be what someone did or didn't do. The legal term is "acts or omissions".
- If you don't know the exact date, give an approximate date. **Examples:** 2020 02 23 or 2020 02

[illegible]

If you need more space, use extra sheets (maximum 5 pages total for Step 3). Mark them “Step 3, Respondent #2”.

Individual Complaint

Step 4 – Time Limit

Step 4, Part A Is the complaint filed in time?

There is a 1-year time limit for filing a complaint. Answer these questions:

1. What is the date of the most recent conduct that you listed as discrimination?

Respondent #1: _____ Respondent #2: _____
(yyyy mm dd) (yyyy mm dd)

2. Did the most recent conduct happen in the last year?

Respondent #1 ☐ yes ☐ no Respondent #2 ☐ yes ☐ no

3. Did all of the conduct happen in the last year?

- ☐ yes – go to Step 5. You filed your complaint in time.
☐ no – continue in Step 4.

4. Is all of the conduct related or similar?

Information: You must file a complaint within one year of the last conduct if the conduct is similar or related. The legal term is “continuing contravention”.

- ☐ yes – answer questions 5 and 6.
☐ no – skip questions 5 and 6. Go to Step 4, Part B.

5. Explain how the conduct is similar or related (a “continuing contravention”).

Examples:

- Each event is about a co-worker using racial slurs.
- Each event is about an employer not accommodating a disability.

6. Explain any gaps in time.

Information: Gaps in time might mean there is no “continuing contravention”. The Tribunal will consider reasons for gaps.

Examples:

- “My employer denied me three promotions. The job postings were three months apart.”
- “My manager used racial slurs. He was on leave for four months.”

If you need more space, use extra sheets (maximum 5 pages for Step 4). Mark them “Step 4”.

Individual Complaint

Step 4 – Time Limit

Step 4, Part B Ask Tribunal to accept late complaint

Information:

- Complete this step if **any** conduct happened more than 1 year ago.
- There must be a good reason to accept the late complaint. The legal term is that it must be in the “public interest”.
- There must be no real harm to anyone because of the delay in filing. The legal term is no “substantial prejudice”.

1. Reasons to accept complaint

Information: Reasons include:

- Why you filed late, and how late you filed,
- Why accepting the complaint would benefit the public.

A. Why did you file late?

Examples the Tribunal will consider:

- The Complainant has a disability that prevented them from filing on time.
- The Complainant faced trauma or a family or housing crisis that made it hard to file the complaint at the time of the events.
- The Complainant recently found evidence of discrimination.
- The delay is very short and there is some reason for filing late.

Attach any documents that support your reasons for filing your complaint late. Examples: doctor’s note, or letter from a counsellor.

B. How will accepting your complaint benefit the public?

Examples: A complaint is about a situation that the Tribunal has not addressed often. A complaint seeks a remedy that would help many people.

2. Why would the delay in filing not harm anyone else?

Information: The delay means the time after the 1-year time limit.

- “The complaint is two months late. Documents and witnesses should still be available.”
- “The complaint is six months late. I know of no harm to the Respondents.”

If you need more space, use extra sheets (maximum 5 pages total for Step 4). Mark them “Step 4”.

Individual Complaint

Steps 5-6

Step 5 Other proceedings

Information: The Tribunal can defer your complaint (put it on hold) until another proceeding is finished.

Instructions: Answer these questions.

1. Do you have another proceeding about the same events?

- ☐ yes – answer question 2
- ☐ no – go to Step 6.

2. What kind of proceeding is it?

Examples: union grievance, court case, WorkSafeBC claim.

3. What stage is that proceeding at?

Examples: Has there been a hearing? When do you expect a decision?

4. Do you want the Tribunal to wait to deal with your complaint?

- ☐ yes – answer question 5
- ☐ no – go to Step 6

5. Explain why you want the Tribunal to wait to deal with your complaint.

Step 6 Remedies

Check the kinds of remedies you want and that are available under s. 37 of the Human Rights Code:

- ☐ Order to stop the discrimination
- ☐ Declaration that the conduct is discrimination
- ☐ Steps or programs to address the discrimination (**examples:** training, policy)
- ☐ Compensation for injury to dignity, feelings, and self-respect
- ☐ Compensation for lost wages or other expenses such as moving expenses, photocopying, costs of attending the hearing (keep receipts)
- ☐ Something specific (**examples:** job back, ramp): _____

Step 7 Mediation

Information:

- At a “mediation”, a trained mediator works with you and the Respondent to find a solution to your complaint. Settlement is voluntary. If you can’t agree, the process continues.
- If you settle your complaint, the process is usually much faster. If you don’t settle, there are steps you must take before a hearing where you can prove your complaint. See [Steps in the Process](#) on the Tribunal website.
- Mediation is free.
- What you and the Respondent say in mediation is confidential.
- A mediator does not act for either party.
- You can bring your representative or a support person.
- You don’t have to be in the same room as a Respondent to participate in mediation. The mediator can speak to you and the Respondent separately.
- For more information see [Settle a Complaint](#) on the Tribunal website.

The Tribunal will ask the Respondent if they want to attend a mediation. If you both agree, the Tribunal will contact you to schedule a date for the mediation.

Do you want to attend a mediation?

☐ yes ☐ no

Step 8 Indigenous Peoples

Indigenous Peoples are First Nations, Métis, or Inuit.

Case Managers – Indigenous Services at the Tribunal can:

- Explain the process and options
- Discuss incorporating Indigenous protocols and ways of resolving disputes.

Check here if you are Indigenous and want a Case Manager – Indigenous Services to contact you.

☐ I confirm I am First Nations, Métis or Inuit. I want a Case Manager – Indigenous Services to contact me about the process.

Step 9 Extra pages

More space for answers to questions in form

You may add up to 5 pages for Step 3 – Details and up to 5 pages for Step 4 – Time Limit.

☐ Check here if you are attaching extra pages.

Number each page you attach, write the step you are responding to, and name the Respondent that it is about.

How many extra pages are you attaching: _____

Evidence

Do not file evidence now unless an exception applies. There are 2 exceptions:

1. You can file evidence to show why you filed your complaint late. For example, a doctor's note.
2. If your complaint is about a job ad or publication, you can attach the ad or publication.

☐ Check here if you are attaching evidence. One of these exceptions must apply.

How many pages of evidence are you attaching: _____

Keep your documents. The Tribunal will tell you when you need to submit evidence to support your complaint.

Step 10 Confirm information is true and accurate

Keep a copy of your complaint form.

Check the following box:

☐ The information I gave is true and accurate to the best of my knowledge and belief.

Individual Complaint

Step 11

Step 11 Demographic information

The Tribunal wants to ensure that everyone can access and use its process. We use this information to know how the process works for different groups. Your information is **confidential**. We share it with the Office of the Human Rights Commissioner on a confidential basis. We do not give it to the Respondents. We share only statistics or “aggregated data” with the public.

This section is **voluntary**. You can complete all, some, or none. Check all that apply.

1. Indigenous Identity ☐ First Nations ☐ Métis ☐ Inuit ☐ Indigenous ☐ Other: _____ 2. Racial Identity ☐ Indigenous ☐ Black ☐ East Asian ☐ South Asian ☐ Latinx ☐ Middle Eastern ☐ White ☐ Mixed Race ☐ Other: _____ 3. Primary Language ☐ English ☐ French ☐ ASL ☐ Chinese Traditional ☐ Chinese Simplified ☐ Punjabi ☐ Tagalog ☐ Farsi ☐ Korean ☐ Other: _____	4. Disability requiring accommodation ☐ Pain-related ☐ Flexibility ☐ Mobility ☐ Dexterity ☐ Seeing ☐ Hearing ☐ Deafblind ☐ Mental health-related ☐ Cognitive ☐ Memory ☐ Learning ☐ Developmental ☐ Unknown ☐ Other: _____ 5. Gender Identity ☐ Woman ☐ Man ☐ Intersex ☐ Non-binary ☐ Transgender ☐ Two Spirit ☐ Other: _____ 6. Sexual Orientation ☐ LGBTQ ☐ Heterosexual ☐ Other: _____	7. Immigration Status ☐ Canadian citizen ☐ Permanent resident ☐ Refugee ☐ Temporary visa ☐ Other: _____ 8. Age ☐ Under 19 ☐ 20-34 ☐ 35-49 ☐ 50-64 ☐ 65 and over 9. Household ☐ Single parent family ☐ Two parent family ☐ Single adult ☐ Two adults ☐ Other: _____ 10. Household Income After Tax ☐ Under \$20,000 ☐ \$20,000 to \$39,999 ☐ \$40,000 to \$59,999 ☐ \$60,000 to \$79,999 ☐ \$80,000 to \$99,999 ☐ \$100,000 or more
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Accommodation

The Tribunal wants to make sure its process is safe and accessible for everyone.

You may need us to address your needs so you can take part. (The legal term is “accommodation”.)

If you need an accommodation, send us a page called “Accommodation Request”.

Examples:

- “I am Deaf. I need an interpreter.”
- “I am Indigenous. I want to smudge at the hearing.”

Privacy Notice

The Tribunal collects personal information to process human rights complaints. The Tribunal may survey parties to improve its services.

The demographic information you give at the end of this form is confidential.

The Tribunal will give a copy of the rest of the form to the other parties.

The Tribunal must provide copies of complaints and responses to the Office of the Human Rights Commissioner. The Tribunal may provide the Commissioner with other records in a complaint file.

The Tribunal may disclose personal information to the public as follows:

- The Tribunal publishes most decisions on its website.
- The Tribunal publishes a hearing schedule.
- Before a hearing, the public can see parts of the file. This does not include contact information.

It does include:

- The complaint,
- The response to the complaint.
- Hearings are open to the public.
- The Freedom of Information and Protection of Privacy Act applies to the Tribunal. Someone can apply to see information in the complaint file.

You can ask the Tribunal to limit the information it makes public. You can also ask the Tribunal to order a publication ban. Use a Form 7.1 General Application to apply. For more information, see [Apply to Limit Publication of Personal Information](#) on the Tribunal website.

Other laws may restrict a party from going public with information in this complaint.

For more information, see the [Complaint Process Privacy Policy](#).

What happens next?

The Tribunal will review your complaint. Next, it will tell you one of the following:

- The complaint form is complete and the complaint will proceed to the next step. The Tribunal will send a copy to the Respondent(s).
- The complaint form is incomplete and the Tribunal will ask you for more information by a certain date.
- The complaint is on hold until the end of another proceeding.
- The complaint cannot be accepted for filing because:
 - The complaint is not covered by the BC Human Rights Code,
 - The complaint does not set out facts that could be discrimination under the BC Human Rights Code, or
 - The complaint was filed late and the Tribunal has decided not to accept it.

Protection from retaliation

The Human Rights Code forbids retaliation:

- Against someone who makes a complaint to the Tribunal or who might make a complaint, or
- Against someone who might get involved in a complaint. This includes parties, witnesses, or anyone who might help with a complaint.

Retaliation is conduct that punishes someone for their involvement in a complaint. It includes:

- Evicting
- Firing or suspending
- Expelling or kicking out
- Intimidating
- Penalizing
- Other similar kinds of harm

For more information see [Protection from Retaliation](#) on the Tribunal website.

If you or someone else has been retaliated against, complete a Form 1.4 – Retaliation Complaint available in the [Forms](#) section on our website.