

What guides the Prohibited Discrimination & Personal Harassment Complaint Process?

Dalhousie University is committed to safeguarding its students and employees against all forms of prohibited discrimination and personal harassment. As such, Human Rights & Equity Services (HRES) operates in accordance with the [Nova Scotia Human Rights Act](#) as well as [_____policies](#) that fall within the mandate of the office.

HRES acknowledges the concept of [intersectional](#) discrimination involve multiple interrelated identities, and that marginalization and exclusion may exist because of how these identities intersect.

When appropriate HRES outcomes are remedial in nature. This may involve coaching, conflict resolution procedure

1. A complainant shares their concerns with a [Human Rights & Equity Services Advisor](#) who works with them to resolve the matter.
2. Where appropriate, individuals are encouraged to resolve conflicts through Informal Resolution before proceeding to the Formal Complaint Process.
3. If an informal resolution is not reached, the complainant decides whether they want to make a Formal Complaint; and if so the Formal Complaint process begins.

Formal Complaint Procedure

1. A complainant submits a written statement of complaint, which includes the names of the individuals concerned and a detailed description of the alleged conduct that forms the basis of the complaint.
- 2.