
Information for Complainants

“The Authority is charged with investigating whether the rights of recipients have been violated.”

The Human Rights Authority (HRA) Investigation:

- Interviews complainant and facility staff; reviews charts/policies/procedures; conducts other activities as the HRA deems fit
- Report of Findings is written and approved by HRA Board Members
- **If substantiated**, provider responds with corrective measures within 30 days and further negotiations may occur if necessary. If no future negotiations are necessary then case closure is approved. **If not substantiated** then case closure is approved.
- Report can be made public on the IGAC website with confidentiality protected

The HRA’s Impact:

- HRA cases can change the way facilities serve people
- The HRA will often **focus on the facility’s policies, procedures and practices**
- The HRA **can impact practices** so the problem does not happen to someone else

The HRA’s responsibility to you:

- Maintain your confidentiality
- **Obtain a signed release** of information from you to examine your records
- Periodically advise you of the status of the investigation
- Inform you of the case outcome and case closure

Summary:

- The HRA is **empowered to review and accept complaints** of rights violations
- The HRA **conducts investigations** as it deems fit
- The HRA **investigates and negotiates** for improved human rights protections
- The HRA **does not** resolve disputes between you and the facility

Thank you. The HRA will complete a thorough investigation and try to conclude the case in a timely manner.