

## Our Investigative Procedure

The process for handling requests to investigate generally follows these steps:

- A concern can be communicated verbally or in writing. The concerned party will have the ability to communicate their concern in any official language: Inuit, English or French.
- You will receive confirmation of receipt of your concern, indicating the name of the person who will handle it.
- We may need to obtain additional information from you so that the Office of the Languages Commissioner fully understands your case. A representative of the Languages Commissioner may contact the concerned party for more information.
- The Languages Commissioner or representative will contact the government department, agency, board, municipality or private entity concerned, to advise them and to request all relevant information and documents regarding the case. If necessary, a Languages Commissioner's representative will meet with the affected party and/or will visit the premises concerned.
- We will objectively analyze your case, including scrutiny of all applicable legislation, regulations, programs and directives, as well as the facts presented.
- The Languages Commissioner is bound by principles of natural justice, which is the right to be heard by an unbiased party.
- If the Languages Commissioner deems there may be a simple solution to the problem identified, and that there is no need to do a full on investigation, The Languages Commissioner can agree with a department, board, agency, Municipal or private sector head, on actions to be taken by them.
- The Languages Commissioner will advise the parties of the option of going through a mediation process. If the parties choose to go through a mediation process then the Languages Commissioner or representative will coordinate this process.
- If an agreement is reached, the Mediator will issue the agreed written recommendations to both parties concerned. This will detail the reasons for the agreement and the recommended actions. The Languages Commissioner will monitor the actions or progress on the recommendations.
- Confidentiality and the protection of your personal information is a priority for the Languages Commissioner. However if a decision is made to intervene or investigate your concern, then the notification to the affected party, which is mandatory, may need to disclose information such as your name.