



## New Brunswick Human Rights Commission

### **Dr. Constantine Passaris**

#### **The varied nature of complaints**

One of the questions that I got more often than any other question was a very simple and direct one. The question was, “How long does it take for a complaint to be resolved by the New Brunswick Human Rights Commission?” And my answer to that was, “From two minutes to two years.” This wasn’t a way of being glib about the answer, but it was a very factual answer based on my experience, because the nature and complexity of the complaints varied and we could resolve a very large number by simply making a telephone call. Others required a meeting between the two parties in the complaint. Others were more complicated and required a formal investigation that would ultimately go to the Commission members for a determination. Still others had to be appealed and wind their way through the court system or tribunals set up to resolve the matter in an arbitrary and neutral manner. And in some cases, some complaints even ended up with the Supreme Court of Canada. The complaints themselves were based on a variety of grounds.