

# Discrimination is prohibited throughout Québec and in all sectors.

**Employment:** hiring, conditions of employment, training, promotion, transfer, layoff



**Home rental**



**Public services, public transportation and public places:**

businesses, restaurants, hotels, parks, schools, hospitals, places of worship



**Juridical acts:** contracts, collective agreements, pension plans, insurance policies



## You do not have to accept discrimination

from any person, organization or institution, including:

parents

businesses

employers or colleagues

schools

police



### How much does it cost?

Filing a complaint is free! An organization that helps you file your complaint should not ask for money.

### Are there any risks?

You have the right to file a complaint. No one can hold it against you or retaliate against you for doing so (reprisals). Your personal information is handled confidentially. You can withdraw your complaint at any time.

The Commission's mission is to promote and uphold the Québec Charter of Human Rights and Freedoms. This Charter is a law that guarantees your right to equality, which protects you against discrimination.

### Need help?

You can ask a person or organization to help you file a complaint. You can also contact us directly by phone.

514 873-5146  
1 800 361-6477 (toll-free)

### File a complaint

[plainte.cdpdj.qc.ca](https://plainte.cdpdj.qc.ca)  
[plainte@cdpdj.qc.ca](mailto:plainte@cdpdj.qc.ca)



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## Filing a Complaint of Discrimination



# What is discrimination?

Discriminating means treating someone differently because of their personal characteristics in a way that prevents them from exercising the same rights or accessing the same services as everyone else.

## Prohibited grounds for discrimination in Québec

- "Race"
- Colour
- Sex
- Gender identity or expression
- Pregnancy
- Sexual orientation
- Civil status
- Age
- Religion
- Political convictions
- Language (including accent)
- Ethnic or national origin
- Social condition
- Disability or means of compensating for a disability



# Examples of discrimination

## Annie is looking for a job.

During an interview, an employer asks her if she has children. She replies that she is a single parent. The employer tells Annie that this is an issue. Annie doesn't get the job. She files a complaint for discrimination on the basis of her **civil status**.

## Gabriel finds an apartment that meets his needs.

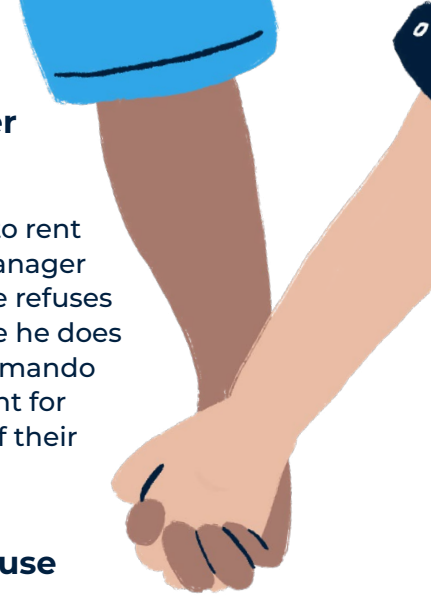
When the owner learns that he does not have a job and is on social assistance, she refuses to rent the apartment to him. Gabriel files a complaint for discrimination on the basis of his **social condition**.

## Armando and Alexander are getting married.

They make an appointment to rent a wedding hall. When the manager sees them, he is surprised. He refuses to rent them the hall because he does not support gay marriage. Armando and Alexander file a complaint for discrimination on the basis of their **sexual orientation**.

## Nabil loses his job because he took sick leave.

Nabil's doctor recommended that he take three months off work to treat his depression. Nabil sends the medical documents to his employer to request sick leave. After three weeks on leave, Nabil receives a letter of dismissal. Nabil files a complaint for discrimination on the basis of **disability**.



# Why should I file a complaint?

Filing a complaint is one way to **enforce your right to equality**. For example, your complaint may help to:

- **put an end** to the discrimination
- **find solutions** or accommodation
- **raise awareness** among the people or organizations that discriminated against you
- win you damages in the form of **financial compensation**

# Who can file a complaint?

If you believe you have experienced discrimination or discriminatory harassment in Québec, you must generally file your complaint yourself. In some cases, you can ask an organization or a witness to file a complaint on your behalf.



You do not need to be a Canadian citizen or live permanently in Québec to file a complaint. Students, temporary foreign workers, refugees, and people awaiting status can all file complaints.

If you believe you have experienced discrimination or harassment you can **file a complaint**.

**If the Commission can intervene,** we will process your complaint. This will be done in several stages.

**If we cannot intervene,** we will refer you to another organization that can help you.

**You should file a complaint as soon as possible.**

