

WHAT CAN I DO IF I AM NOT SATISFIED WITH THE RESOLUTION OF MY DISPUTE ?

If you are not satisfied with the resolution of your informal complaint, you may file a formal complaint with the commission.

A formal complaint must be in writing, state the facts and specify how you would like the problem to be resolved. Unlike an informal complaint, which is handled by the commission's staff, a formal complaint must be considered by the commissioners. The commissioners will decide whether it is appropriate to accept the formal complaint. If it is accepted, a formal legal proceeding will be started.