



# Informal Resolution



# The Purpose

## An alternative to investigations

Informal resolution is a collaborative process involving ongoing communication with the Commissioner's office and the affected organization to identify and remedy potential wrongdoing outside of a formal investigation.



The goal is to promote public confidence in the organization by working collaboratively.



# Legislative Authority

“

When an employee makes a disclosure to the Commissioner, the Commissioner may take any steps the Commissioner considers appropriate to help resolve the matter within the department, public entity, office or prescribed service provider.

”

- section 17 of the *Public Interest Disclosure (Whistleblower Protection) Act*



# Applicability

An opportunity for informal resolution exists where:

01

## Recognition

The organization recognizes a wrongdoing may be occurring within their organization.

02

## Motivation

The organization is motivated to work collaboratively to address the matter.

03

## Ability

The organization is willing and able to implement meaningful corrective measures.

04

## Nature of Disclosure

The alleged wrongdoing does not relate to senior executives of the organization.

# The Process



## Consultation

The allegations are reviewed with the organization, and an informal resolution guide is provided by the Commissioner's office detailing the issues that require resolution.



## Remedies

In collaboration with the Commissioner's office, the organization is given the opportunity to remedy the issues identified. The Commissioner's office provides advice and support as required.



## Report

The organization reports on any corrective measures taken.



## Decision

The Commissioner reviews these measures. The Commissioner then decides whether measures are sufficient, or further investigation is required.

# Highlights

Organizations that are motivated and able to recognize alleged wrongdoing can benefit from informal resolution:

Increases employee and public confidence in the organization through meaningful and corrective measures.

Is an alternative route to an investigation.

---

Promotes collaboration between the organization and the Commissioner to address allegations of wrongdoing.

Encourages the organization to take proactive measures that may correct any identified wrongdoing(s).



**PUBLIC INTEREST  
COMMISSIONER**

9925 – 109 Street, Suite 700  
Edmonton, Alberta T5K 2J8

780.641.8659

[www.yourvoiceprotected.ca](http://www.yourvoiceprotected.ca)