



HR POLICY AND OPERATIONS BUREAU

2. Human Resources Policy Division

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Overview

Human Resources Policy Division

Staffing & Classification Division

Locally Engaged Staff Division

Staff Relations Division

OFFICIAL LANGUAGES

Delivery Standard

1. Request for information	2 days	
2. Acknowledge and initiate enquiry into complaints from employees	2 days	
3. Acknowledge and initiate enquiry into complaints from the Commissioner for Official Languages	2 days	
4. Acknowledge and initiate enquiry into requests from the public on Part IV	2 days	

EMPLOYMENT EQUITY

Delivery Standard

1. Acknowledge and initiate enquiry into requests for information on programs or activities	2 days	
2. Acknowledge and initiate enquiry into requests for Accommodation	2 days	
3. Request for table of statistics		
<ul style="list-style-type: none"> ➤ Acknowledgement ➤ Initiation of enquiry 	2 days 3 days	
4. Respond to comments received via Employment Equity web-page	Response or acknowledgement in 5 days (when research necessary)	
5. Guidance on staffing issues in relation to employment equity		
<ul style="list-style-type: none"> ➤ Acknowledgement & research initiation ➤ Response 	2 days 5 days	