



KEY STAGES of a **compliance agreement**

What is a compliance agreement?

It is a legal agreement that specifies how an issue raised in a complaint will be resolved.



1

Invitation

If the Commissioner has reasonable grounds to believe that there has been a contravention of the *Official Languages Act*, he may invite the federal institution to enter into a compliance agreement. The institution may also request this option.



3

Signature

The Commissioner and the representatives of the federal institution sign the compliance agreement they have agreed upon. By entering into a compliance agreement, the federal institution is legally bound to comply with it.

2



Dialogue

During this stage, the Commissioner may propose clear conditions, realistic deadlines and concrete measures. The institution can review them and may either accept them or suggest changes.

4



Verification

On the deadline specified in the compliance agreement, the Commissioner checks with the federal institution to ensure that the measures set out in the agreement have been taken. The federal institution must provide appropriate evidence that it has complied with the terms and conditions of the agreement.

ADVANTAGES FOR THE INSTITUTION

- Achieve compliance with the *Official Languages Act* without the issuance of an investigation or follow-up report, if conditions allow.
- Agree on the clauses and deadlines to meet the obligations set out in the *Official Languages Act*.
- Avoid the use of stricter enforcement measures by the Commissioner, such as making an order (when applicable), to ensure compliance with the *Official Languages Act*.