



Timeline for the launch of the Office of the Commissioner's new tools

Over the coming months, a number of changes will take place at the Office of the Commissioner of Official Languages of Canada in order to implement the modernized *Official Languages Act*.

The Office of the Commissioner will phase in the use of its new tools **gradually** so that it can validate its processes and fine tune as necessary.



Between **May** and **July 2024**

Investigation process

The Office of the Commissioner will be launching a new investigation process so that it can serve the public as efficiently and effectively as possible.



Between **June** and **August 2024**

Mediation

The Office of the Commissioner may offer complainants and federal institutions the opportunity to participate in a mediation process during which an impartial mediator will help them to find a mutually acceptable solution to the issues raised in the complaint.



Between **July** and **September 2024**

Compliance agreements

The Commissioner may offer federal institutions the opportunity to enter into a compliance agreement in order to resolve a complaint (i.e., an agreement that sets out how the contravention of the Act will be rectified).



Between **December 2024** and **February 2025**

Orders

At the end of an investigation that relates either to communications with and services to the public or to language of work, the Commissioner may make an order to compel the federal institution to comply with the Act.



By the end of **March 2025**

Investigation summaries

The Commissioner may post summaries of some of his investigations on the Office of the Commissioner's website.