



# Employment Standards

The Employment Standards Office provides information about the rights of employees and the responsibilities of employers under the *Employment Standards Act (Act)* and Regulations. The Act and its regulations apply to most employees and employers in the Northwest Territories.

The Act and Regulations are the basic legal authority in the NWT which sets out minimum employment standards and provides for the enforcement of these laws by the Employment Standards staff.

## Our Services

The Employment Standards Office serves the needs of both employers and employees by providing information and education on the rights of employees and the responsibilities of employers under the jurisdiction of the Act.



## Program Services and Service Standards

### General Communication

- We will return all telephone messages and emails within 2 business days.

### Employee complaints

- We will review all complaints received and contact the employee or the employer within 7 days if we require further information to begin our investigation.

### Appeals

- If you disagree with a decision, you have the right to appeal.
- Appeal requests must be made, in writing, to the Registrar of Appeals within 30 days of receipt of a decision from the Employment Standards Officer.
- You will receive confirmation of the receipt of your appeal by the Appeals Office within two business days of the receipt of your appeal.
- The Employment Standards adjudicator will carefully review all of the evidence and issues and will prepare a written decision. The appeals process can take several months.
- You will be sent a copy of the written decision within one business day of the decision being released.