

## Complaints involving Albertans

The *Agreement on Internal Trade* (AIT) has encouraged the Parties to the Agreement to resolve their disputes by means of informal consultations. A substantial number of complaints involving Alberta and Alberta entities had been addressed on an informal basis before these complaints evolved into formal disputes.

Since the inception of the AIT in 1995, of the 34 complaints made by Albertans that have been resolved, over half (21) were resolved through informal consultation; five were resolved through formal consultation (after a formal complaint had been made); seven were resolved at the assessment stage (before consultation); and only three complaints have gone to a Panel for resolution.

Of the 10 complaints made against Alberta, seven were resolved at the informal consultation stage, and three complaints were resolved at the assessment stage. There have been no formal complaints against Alberta. The following tables illustrate how the complaints were resolved on chapter-by-chapter basis.

**Table 1. Complaints by Albertans – Stage at Which Resolved**

CHAPTER	Assessment	Informal Consultation	Formal Consultation	Panel	Total
Procurement	2	5	-	-	7
Investment	1	-	-	-	1
Labour Mobility	3	9	3	-	15
Alcoholic Beverages	-	1	1	-	2
Natural Resources	-	1	-	-	1
Transportation	1	5	1	-	7
Environment Protection	-	-	-	1	1
<b>Total</b>	<b>7</b>	<b>21</b>	<b>5</b>	<b>1</b>	<b>34</b>

**Table 2. Complaints Against Alberta – Stage at Which Resolved**

CHAPTER	Assessment	Informal Consultation	Formal Consultation	Panel	Total
Procurement	1	2	-	-	3
Investment	1	1	-	-	2
Labour Mobility	1	4	-	-	5
<b>Total</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>10</b>