

Directory of Authorities for Filing Complaints



Employment and Workplace Issues

Labour Standards Division: Non-Union Employees and Workplaces

The Labour Standards Division enforces the Labour Standards Act, which sets the minimum employment conditions for all employees, including foreign workers. These rules cover:

- Minimum wage rates and overtime pay
- Hours of work and rest periods
- Paid public holidays and vacation leave
- Notice and rules about ending employment
- Leave entitlements, including sick, bereavement, and parental

All employers must meet these minimum standards. The Division helps guide both workers and employers to understand their rights and responsibilities under the Act. Staff are available to interpret the rules, answer questions, and assist with complaints.

T: 1.877.563.1063

E: LabourStandards@gov.nl.ca

Occupational Health & Safety (OHS) Division: Unsafe Work/Harassment

The primary goal of the Occupational Health and Safety (OHS) Division is accident and illness prevention. The OHS Division regulates occupational health and safety at all provincial workplaces in Newfoundland and Labrador.

To report a serious workplace accident please call the 24 Hour Serious Injury Line: 709.729.4444

For general OHS inquiries including workplace hazards, unsafe working conditions, or work refusals please contact 709.729.2706 or 1.800.563.5471. If you have questions regarding workplace harassment you can email HarassmentComplaints@gov.nl.ca.

WorkplaceNL: Workplace Injury Compensation

For work-related injuries, compensation claims, or employer safety obligations:

T: 1.800.563.9000

E: info@workplacenl.ca

Buildings Accessibility and Fire and Life Safety

Tel: 709.729.2749

E: EngineeringInspection@gov.nl.ca

Environmental Health

Contact the nearest Government Service Centre:

gov.nl.ca/gs/departement/contact/#locations

Discrimination and Harassment Issues

Human Rights Commission

Protects and promotes the Human Rights of all residents of the province from discrimination in employment, services, and housing based on characteristics:

Race	Age	Gender expression
Colour	Disability	Marital Status
Nationality	Sex	Family status
Ethnic or Social Origin	Sexual Orientation	Source of income
Religion	Gender Identity	Political opinion

T: 1.800.563.5808

E: HumanRights@gov.nl.ca

Federal Issues

Temporary Foreign Worker Program

Report Abuse of a Temporary Foreign Worker (Service Canada)

For issues such as coercion, passport retention, forced labour, illegal deductions, unsafe housing, or threats to immigration status. Confidential, available in 200+ languages.

Tip Line (24/7): 1.866.602.9448

Online Report Form: canada.ca/en/employment-social-development/services/foreign-workers/report-abuse/tool.html



Immigration, Refugees and Citizenship Canada

How to report scams, fraud or abuse

canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/report-fraud.html



Policing, Safety, or Criminal Matters

Royal Canadian Mounted Police (RCMP) – Province wide
For criminal activity, exploitation, trafficking, coercion, or threats:
General / Non-Emergency Line: 1.800.709.7267 Emergency: 911

Royal Newfoundland Constabulary (RNC) – (St. John's, Corner Brook, Labrador West)
Non-Emergency: 709.729.8000
E: contactrnc@rnc.gov.nl.ca
Emergency: 911

Canadian Human Trafficking Hotline: 1.833.900.1010
canadianhumantraffickinghotline.ca/



Housing Issues

The **Residential Tenancies Act** regulates the relationship between landlords and tenants in Newfoundland and Labrador by:

- Defining the rights and responsibilities of landlords and tenants.
- Setting basic rules to ensure rental housing is safe, fair, and suitable to live in.
- Providing a system for resolving problems through mediation, hearings, and enforceable decisions by the Director of Residential Tenancies.
- Protecting tenants' rights to a livable home, privacy, and peaceful enjoyment.
- Ensuring rental rules are consistent and fair across the province.

An employer is considered a landlord if they provide housing to a worker and:

- The worker has a right to live in the unit.
- Rent is paid or implied.
- The housing is not in an excluded category, such as owner sharing kitchen and bathroom facilities with the occupant; student residences, and transient accommodations such as hotels or hostels.

Where an employer is also considered a landlord they must follow all landlord rules, including maintaining the unit, respecting privacy, giving proper notice, and following enforcement processes.

For residential landlord-tenant inquiries and dispute resolution:

T: 1.877.829.2608
E: landlordtenant@gov.nl.ca

