



# Civil Resolution Tribunal

## **University of Toronto Tech Lab**

Shannon Salter, CRT Chair  
February 4, 2021



@shannonssalter  
@CivResTribunal

# Online Courts ≠ Accessible & Equitable Justice

Status Quo + Zoom hearings

Status Quo



Fundamental culture  
and system change,  
co-designed and  
tested with vulnerable  
populations.

# What is the CRT?



Part of the justice system

1<sup>st</sup> online tribunal in  
Canada



Bringing the justice system to  
the public

## How it works



### GET STARTED

Start with our Solution Explorer. It diagnoses your dispute. Free legal information and tools like customized letter templates can help you resolve your dispute on your own.



### APPLY

If you can't resolve your dispute on your own, you can apply to the CRT for dispute resolution. Apply directly from the Solution Explorer. It will send you to the right application form for your type of dispute.



### NEGOTIATE

Once your application is accepted, try our secure and confidential negotiation platform. You can talk through your dispute and try to reach an agreement by yourselves.



### REACH AN AGREEMENT

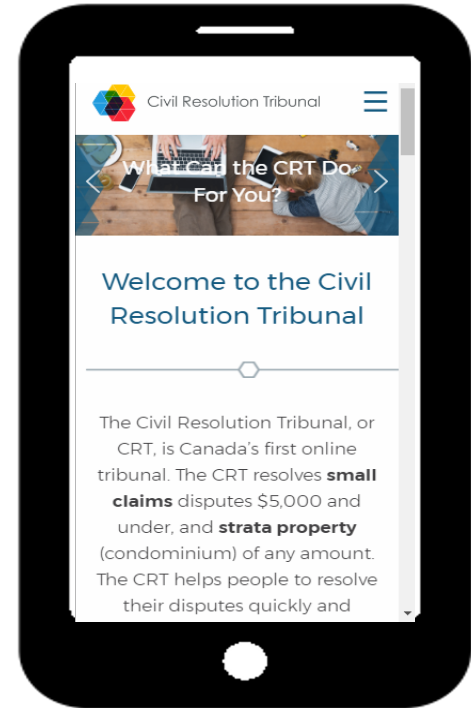
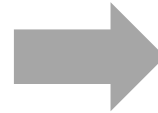
If you can't resolve your dispute by negotiation, a facilitator will try to help you reach an agreement. Agreements can be turned into orders, and be enforced like a court order.



### GET A DECISION

If you can't reach an agreement by negotiation or facilitation, an independent CRT member will make a decision about your dispute. This decision can also be enforced like a court order.

# Seamless, Responsive Design



# Civil Disputes

Motor Vehicle Accidents and Injuries

Quit

Save and exit

## Suggested Resource

Rate this 

### INFO: The CRT and Motor Vehicle Accidents

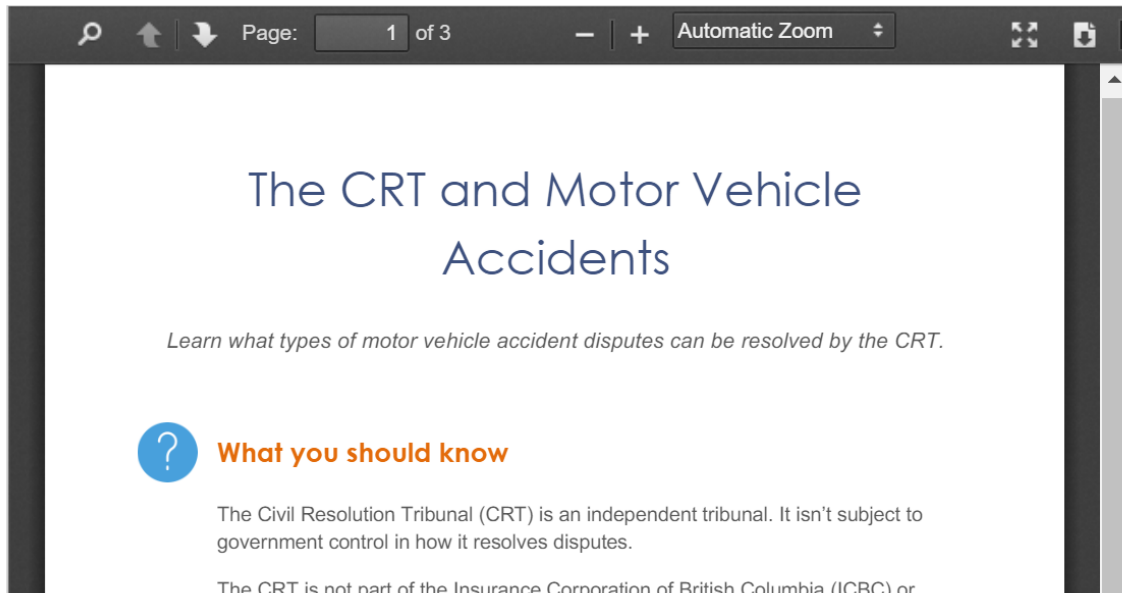
Learn what types of motor vehicle accident disputes can be resolved by the CRT.

 Email  Download  Print

 Back

 Not helpful

Next 



The screenshot shows a presentation slide with a dark header bar containing navigation icons and a search icon. The slide content includes the title "The CRT and Motor Vehicle Accidents", a subtitle "Learn what types of motor vehicle accident disputes can be resolved by the CRT.", and a section titled "What you should know" with a question mark icon. The text under this section states: "The Civil Resolution Tribunal (CRT) is an independent tribunal. It isn't subject to government control in how it resolves disputes." and "The CRT is not part of the Insurance Corporation of British Columbia (ICBC) or".

## The CRT and Motor Vehicle Accidents

*Learn what types of motor vehicle accident disputes can be resolved by the CRT.*



### What you should know

The Civil Resolution Tribunal (CRT) is an independent tribunal. It isn't subject to government control in how it resolves disputes.

The CRT is not part of the Insurance Corporation of British Columbia (ICBC) or

# Civil Disputes

Motor Vehicle Accidents and Injuries

Quit

Save and exit

## Your Exploration Information

 100%⚠ Access code: **a2t6QXMTD** ✉ Email 🖨 Print

## Current Issue

*I want to explore compensation (damages)* 90%

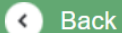
## Information You Provided

1. I'm not an insurance adjuster
2. I've reported the accident to an insurer
3. The accident happened on or after April 1, 2019
4. I was injured in the accident
5. I want to explore compensation (damages)
6. The accident happened in BC
7. The insurer made a settlement offer, but I'm not satisfied with it

## What would you like to do next?

- Contact the insurer with a counter-offer
- Get professional advice
- Ask the Civil Resolution Tribunal (CRT) to decide fault for the accident and award damages

Not finding an option you were expecting? Help us improve our site and [tell us what's missing](#).

 BackNext 

help

# Create a document

Something broken?



Add information



Format document



Save

Quit

Save and exit

Your information has been added. You may now edit and format the document - or continue to the next step to save your document.



Dear **[Insurer Name]**,

RE: Counter-offer for damages under claim #**[Enter your insurance claim number]**

I'm writing to disagree with your settlement offer of **[\$[Enter the settlement offer amount]** dated **[Enter the date of the offer]** for motor vehicle accident damages.

I think my damages are worth at least **[\$[Enter the total amount]**. I think this compensation should include:

- **[\$[Enter the pain and suffering amount]** for pain and suffering
- **[\$[Enter the past income loss amount]** in past income loss

Continue to step 3

[Close document](#)





## Application Progress

Complete these steps to apply. Unless otherwise indicated, all information entered will be shared with all people in the dispute.

### Who Is Applying?

1. [Applicant](#)

Start

2. Applicant's Contact Person

### What Happened?

3. Accident Details

### What Do You Want?

4. Claim Types

5. Dispute-Related Expenses & Fees

6. Additional Details

### Application Summary

APPLICATION FOR  
Motor Vehicle Accident Injury

FEE  
[CRT Fee Schedule](#)

STATUS  
0 of 7 steps of application complete

# Add Applicant

Enter the applicant below.

**Legal first name**

**Legal last name**

**Preferred first name (optional)**

**How does this applicant want to be addressed? (optional)**

We are asking so the tribunal can address you in a respectful manner.

✓

She/Her/Hers – e.g. She claims that her...

He/Him/His – e.g. He claims that his...


They/Them – e.g. They claim that their...

Other

(optional)

**i** The following information will not be disclosed to other people in the dispute

## Special Accommodations

In some circumstances, the tribunal will be able to provide [special accommodation](#) .

**Do you have any of the following that may require a special accommodation?** (optional)

Select all that apply

- Difficulty reading and writing
- English speaking difficulty
- Visual impairment
- Hearing impairment
- Mental health issues
- Other

**Continue**

# Fee Waivers

## Payments

### Fee waiver request

#### Are you on any of the following?

- British Columbia Income Assistance
- British Columbia Income and Disability Assistance
- Canada Guaranteed Income Supplement

No  Yes

#### Please confirm

- I certify that this is true and that I do not have any other source of income that would enable me to pay these fees.
- I understand that, under section 92 of the [Civil Resolution Tribunal Act](#), a person who provides false or misleading evidence or other information in a tribunal proceeding commits an offence and is liable on conviction to a fine of \$10,000 or imprisonment for term not longer than 6 months, or both.
- I understand that the Civil Resolution Tribunal may at any time review my request for a fee waiver and I may be required to provide documents to confirm my answers above.

Submit fee waiver

or

Choose a different way to pay

# Negotiation

- Connects parties so they can start talking
- May be able to work out a payment plan or other agreement



# Mediation

- Expert mediators help people reach agreements, turned into tribunal orders
- Choice of how and when to work on dispute



# Adjudication

- **16 part-time/16 full-time tribunal members**
  - Experienced lawyers
  - All over province
- Mostly **written hearings**
- Skype **video oral hearings**
- Plain language **reasons**
- Enforceable as **court order**
- **Published** decisions



# Decisions



Decisions

Decisions

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# Participant Satisfaction

## Participant Satisfaction Survey – December 2020



*The Civil Resolution Tribunal anonymously surveys people who have gone through the tribunal process. We use this feedback to improve the way we serve the public. We report the cumulative results every month on this blog.*

Likely due to the holidays, we had only 35 responses to our satisfaction survey in December 2020. But we're pleased to report that participant satisfaction remains strong.

### CRT Participant Satisfaction Aggregated Rates - December 2020

**Professional:** 94% agreed that CRT staff were professional in each interaction.

**Easy to use:** 97% felt the CRT's online services weren't difficult to use.

**Informed:** 92% agreed the CRT provided information that prepared them for dispute resolution.

**Timely resolution:** 81% felt their CRT dispute was handled in a timely manner.

**Accessible:** 92% didn't find the CRT process difficult to understand.

**Fair treatment:** 86% felt the CRT treated them fairly throughout the process.

**83% would recommend the CRT to others.**



Civil Resolution Tribunal

## Reconcili(action) Plan

2020-2024



© Chayk Centre  
"Salmon's Prayer" 2020

# CRT Reconcili(action) Plan

# Inclusivity is a Core Value



A faster road  
to resolving  
your ICBC  
dispute starts  
online



#### EXPLORE

Your options with free legal information and tools



#### NEGOTIATE

Facilitation to help you reach an agreement



#### GET A DECISION

If you can't reach an agreement, an independent CRT member will make an enforceable decision

**Take the online road to resolution!**

Visit: [civilresolutionbc.ca](http://civilresolutionbc.ca)



Civil Resolution Tribunal

## More Information

### Email

[info@crtbc.ca](mailto:info@crtbc.ca)

### Twitter

[@CivResTribunal](https://twitter.com/CivResTribunal)

[@shannonnsalter](https://twitter.com/shannonnsalter)

### Facebook

Civil Resolution Tribunal

[www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)