Civil Resolution Tribunal

University of Toronto Tech Lab

Shannon Salter, CRT Chair
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@shannonnsalter
@CivResTribunal
Online Courts ≠ Accessible & Equitable Justice

Status Quo + Zoom hearings

Fundamental culture and system change, co-designed and tested with vulnerable populations.
What is the CRT?

Part of the justice system

1st 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
INFO: 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...
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.
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
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
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
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

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
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**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional</td>
<td>94%</td>
</tr>
<tr>
<td>Easy to use</td>
<td>97%</td>
</tr>
<tr>
<td>Informed</td>
<td>92%</td>
</tr>
<tr>
<td>Timely resolution</td>
<td>81%</td>
</tr>
<tr>
<td>Accessible</td>
<td>92%</td>
</tr>
<tr>
<td>Fair treatment</td>
<td>86%</td>
</tr>
<tr>
<td>83% would recommend</td>
<td></td>
</tr>
</tbody>
</table>
CRT
Reconcili(action) Plan
2020-2024
Inclusivity is a Core Value

Simple Fee Waivers
Test With Advocates First
Direct Phone Line for Advocates
Mental Health Training for Staff

Free Telephone Interpretation
Helpers Welcome
Multiple ways to connect

Plain Language
Culturally Competent Staff & Members
Preferred Pronouns

Creating Space for Indigenous Dispute Resolution
Asking for Feedback & Listening
Accommodate Special Needs
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

More Information

Email
info@crtbc.ca

Twitter
@CivResTribunal
@shannonnsalter

Facebook
Civil Resolution Tribunal

www.civilresolutionbc.ca