



Civil Resolution Tribunal

Self-Represented Litigants:

How Technology Can Help when People Choose to Represent Themselves

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June 24, 2021



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@CivResTribunal

Online Courts ≠ Accessible & Equitable Justice

Status Quo + Zoom hearings

Status Quo



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

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

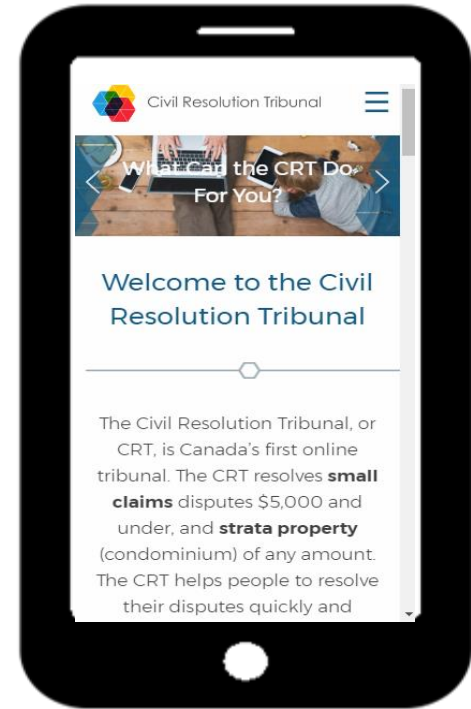
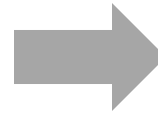
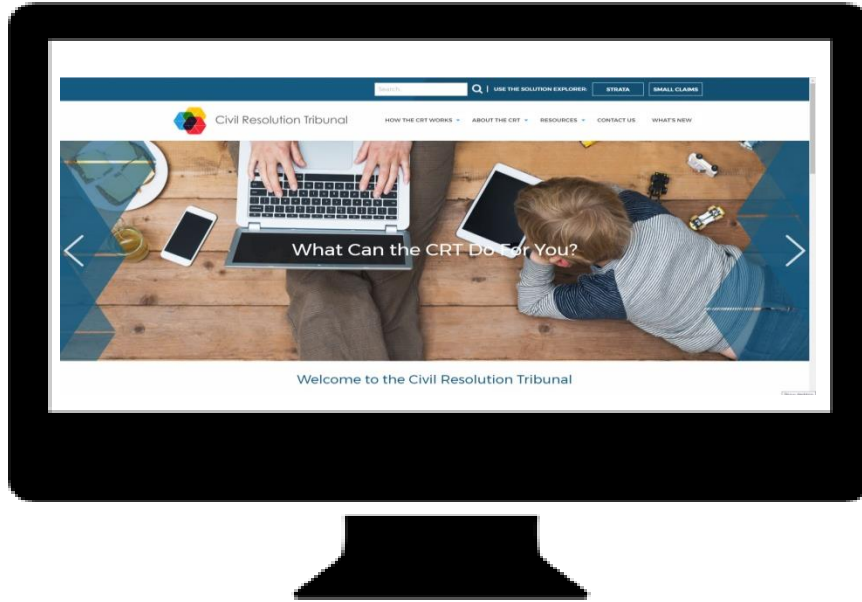
If you can't resolve your dispute by negotiation, a facilitator will try to help you reach an agreement. Agreements can be turned into orders, and be enforced like a court order.



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





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

Participant Satisfaction

Participant Satisfaction Survey – May 2021



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.

We had 59 responses to our satisfaction survey in May 2021. We're pleased to report that participant satisfaction remains strong.

CRT Participant Satisfaction Aggregated Rates - May 2021

Professional: 98% agreed that CRT staff were professional in each interaction.

Easy to use: 84% felt the CRT's online services weren't difficult to use.

Informed: 86% agreed the CRT provided information that prepared them for dispute resolution.

Timely resolution: 75% felt their CRT dispute was handled in a timely manner.

Accessible: 84% didn't find the CRT process difficult to understand.

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

81% would recommend the CRT to others.

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



Civil Resolution Tribunal

More Information

Email

info@crtbc.ca

Twitter

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

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

Facebook

Civil Resolution Tribunal

www.civilresolutionbc.ca