The Civil Resolution Tribunal

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Why the CRT?
How should justice be ‘served’?

![Bar chart showing the preferred methods of accessing justice.](chart)

- **Internet**: Used as First Channel: 45, Used as Principal Channel: 30
- **Service Counter**: Used as First Channel: 25, Used as Principal Channel: 20
- **Telephone**: Used as First Channel: 20, Used as Principal Channel: 20
- **Mail**: Used as First Channel: 10, Used as Principal Channel: 10
- **E-mail**: Used as First Channel: 5, Used as Principal Channel: 5

*Note: The numbers indicate the frequency or percentage of people using each method.*
How the CRT will serve

- Web: information, communication 24/7
- Online dispute resolution
- Asynchronous interactions
- Mix of service channels
How should a system manage cases?

• Some courts reluctant to case manage
• Small portion of cases make it to trial
• Big delays and backlogs
How the CRT will manage cases

• Emphasize early action
• Problem diagnosis, self-help, info, triage
• Well-defined case management phases
• Fee incentives
• No duplicate proceedings
Adversarial or Collaborative?

• Win / lose
• Waste
• Dissatisfaction with outcomes
CRT Emphasis on Collaborative DR

- ADR into mainstream DR
- Relationships, agreements (orders too)
- Adjudication as a last resort
Does the forum fit the fuss?

• Generic processes
• Lack of proportionality
• Full-time generalist decision makers
CRT Specialized Streams

- Streaming and specialization
- Proportionate processes
- Part-time specialized case managers and tribunal members
What can be done about cost, complexity and delay?

• Costs of legal services
• ‘Problem’ of self-represented litigants
• Costs of litigation
• Incredible complexity
CRT’s informal, solution-oriented user focus

- Staged fees
- Focus on the front-end
- Self-representation
- Informality
- Flexibility
- Speed
Can we make justice ‘smarter’?

- Justice reform by competing anecdotes
- Evaluation snapshots
- Myth of settlement
Biz Intel, Evaluation Data and Continuous Improvement

• Intelligent dashboards
• User evaluation data
• Continuous improvement
CRT as a Future Model

• Focus on users and outcomes
• Speed, simplicity, affordability
• “…a service, or a place?”
• Compete or compliment traditional system
More info:
http://www.ag.gov.bc.ca/legislation/civil-resolution-tribunal-act/index.htm

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