



# Civil Resolution Tribunal

## Dispute Response Form - Organization



You must respond to a dispute within 14 days of receiving the Dispute Notice (30 days if you're outside BC). If you don't, the dispute may proceed without you.

Save time and reply online: <https://civilresolutionbc.ca>

### Instructions

1. Review your Dispute Notice.
2. Complete this form. Please print clearly.
3. Fields marked \* are required. If your form is missing information, it will take longer to process.
4. Attach any additional pages you need.
5. Submit your completed form and fee payment to the CRT. (See the end of this form.) You must respond to a dispute within 14 days of receiving the Dispute Notice (30 days if you're outside BC). If you don't, the dispute may proceed without you.

### Helpers and Representatives

- A helper may assist you throughout the process, including filling out forms. But a helper cannot speak on your behalf. Only an authorized representative can do that.
- You can have a lawyer or an authorized employee of your insurance company represent you.
- If you want to have someone else represent you, you must ask the CRT for permission. Complete and attach a Representative Request form. (Visit <https://civilresolutionbc.ca> to download the form.)

**Personal Information and Privacy:** Your personal information is collected for the purpose of a Civil Resolution Tribunal dispute resolution process, pursuant to the Civil Resolution Tribunal Act and the CRT's Rules. You can view the CRT's policy on access to records and information in CRT disputes at <https://civilresolutionbc.ca/resources/information-access-privacy-policy/>.

If you have any questions regarding the collection of your personal information, please contact us.

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

Mail: ATTN Registrar and Executive Director  
Civil Resolution Tribunal  
PO Box 9239, Stn Prov Govt  
Victoria BC V8W 9J1



## Response Overview

### \* Required fields

#### Section 1: Respondent Information

- Enter your contact information, communication preferences, and any special accommodations.

#### Section 2: Dispute Information

- Enter information about the dispute.

#### Section 3: Response Details

- Give your response to each claim and remedy described in the Dispute Notice.
- For the Claim Response section, your explanation must be 5,000 characters or less. Any additional text won't be recorded. But you'll have the opportunity to respond in more detail during the resolution process.
- If the Dispute Notice has more than one claim, complete a Claim Response page for each.

#### Section 4: Declarations and Signature

- Read and acknowledge the declarations by marking the checkboxes.
- Sign and date the form.

#### Section 5: Instructions for Fee Payment and Form Submission

- Read this section for details on the response fee and how to pay it.
- Send your completed response form and payment to the address specified.



**Section 1: Respondent Information**

Organization and Personal Information		
* Legal Business or Organization Name		
* Type of business: <input type="checkbox"/> Corporation <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Society/Non-profit <input type="checkbox"/> Other:		
* Business Address (Street or P.O. Box)		Unit _
		* Postal Code
* City	* Province/State	Country (if other than Canada)
* Your First Name		* Your Last Name
How should the CRT refer to you? (We are asking so we address you respectfully during the process.) <input type="checkbox"/> She/Her <input type="checkbox"/> He/Him <input type="checkbox"/> They/Them <input type="checkbox"/> Other:		
* Your Address (Street or P.O. Box)		Unit _
		* Postal Code
* City	* Province/State	Country (if other than Canada)
* Daytime Phone	* Email Address	

**Special accommodations**



Special accommodations are not disclosed to other parties in your dispute. The CRT only uses this information to determine what assistance we may be able to give you.

Additional Respondent Information		
Do you have any of the following that may require special accommodation?		
<input type="checkbox"/> Difficulty reading and writing	<input type="checkbox"/> English speaking difficulty	<input type="checkbox"/> Visual impairment
<input type="checkbox"/> Hearing impairment	<input type="checkbox"/> Mental health issues	<input type="checkbox"/> Other (describe)



## Section 2: Dispute Information

Check the Dispute Notice for the dispute number.

Dispute Information
* Dispute Number (such as ST-2018-01234):
* What have you done so far to try and resolve this dispute?
* Is there anything you're willing to offer to resolve this dispute?
* Has a resolution process for any of these claims gone to a court, tribunal, or legally binding process? For example, the Civil Resolution Tribunal, Provincial Court, Supreme Court, Human Rights Tribunal, etc. <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, where is the other process and how far along is it? (The Civil Resolution Tribunal can't accept appeals from decisions made by other courts, tribunals, or legally binding processes.)

### Section 3: Response Details

Check the Dispute Notice for the claim descriptions, remedies, and actions.

Enter a response for each outcome, remedy or action requested in the Dispute Notice. If the Dispute Notice has more than one claim, complete a Claim Response for each.

Be aware that if you agree to an outcome, remedy or action requested in the Dispute Notice, you agree to pay money or take other action required to make it happen.

Claim Response	
<p>* Claim Number, if the dispute has more than 1 claim:                      What date do you think the applicant became aware of the issue they described?</p>	
<p>* On the Dispute Notice, is the claim description accurate? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No opinion</p> <p>* If no, why not? (Your explanation must be 5,000 characters or less. Any additional text won't be recorded. But you'll have the opportunity to respond in more detail during the resolution process.)</p>	
<p>* What is your response to the <b>first</b> resolution requested for the claim?</p> <p><input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>
<p>* If the applicant requested that the respondents pay for expenses and fees, what is your response to that claim?</p> <p><input type="checkbox"/> I agree <input type="checkbox"/> I disagree <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>



**Claim Response (continued)**

<p>What is your response to the first additional resolution (if any) requested for the claim?</p> <p><input type="checkbox"/> I agree   <input type="checkbox"/> I disagree   <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>
<p>What is your response to the second additional resolution (if any) requested for the claim?</p> <p><input type="checkbox"/> I agree   <input type="checkbox"/> I disagree   <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>
<p>What is your response to the third additional resolution (if any) requested for the claim?</p> <p><input type="checkbox"/> I agree   <input type="checkbox"/> I disagree   <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>
<p>What is your response to the fourth additional resolution (if any) requested for the claim?</p> <p><input type="checkbox"/> I agree   <input type="checkbox"/> I disagree   <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>
<p>What is your response to the fifth additional resolution (if any) requested for the claim?</p> <p><input type="checkbox"/> I agree   <input type="checkbox"/> I disagree   <input type="checkbox"/> No opinion</p>	<p>If you disagree, explain why (200 characters or less):</p>

## Section 4: Declarations and Signature

### Information and Access Policy

The Civil Resolution Tribunal (CRT) collects a wide variety of information from parties in disputes brought to the Tribunal. Most of this information is shared with the parties and their representatives during the dispute resolution process. In some cases, members of the public may also be able to access CRT dispute records.

The CRT only asks for information that is needed to resolve a dispute. The CRT will collect the following types of information, and share it with the parties:

- Contact information for the parties and their representatives, including names, addresses, telephone numbers, fax numbers, and email addresses;
- Each party's description of the dispute and position on its resolution;
- Communications between the parties and the CRT;
- Information and evidence provided by parties, which may include information about damages and injuries, health and financial records, and other information of a personal nature;
- Information about witnesses, including their contact information and evidence they might be called upon to provide.

The CRT might also collect information from a party about special circumstances they might have. These circumstances might include language or capacity issues, or the ability to pay CRT fees. This information will not normally be shared with other parties, unless the circumstances require the CRT to do so.

Generally, discussions between the parties aimed at resolving a dispute through negotiation will be confidential. This means the CRT will not disclose these negotiations unless the parties agree to the disclosure or the law requires it.

If the parties settle a dispute by negotiation and agreement, the public will be able to request copies of any CRT order documenting the settlement.

If a dispute is not resolved by agreement, it will move into the Tribunal Decision Process. The CRT will decide the claims and make any necessary orders to give effect to the decision. Members of the public may access the names of parties in a CRT Tribunal Decision Process, as well as a general description of the dispute and its status. Members of the public may also request copies of submissions and evidence provided during the Tribunal Decision Process.

The Civil Resolution Tribunal Act requires that final decisions and orders must be posted to the CRT's website and available to the public. Normally, a member of the public will have to submit a request to search for dispute records that are not publicly available through the CRT or another public website.

If a party or witness is concerned that information in a final decision or order would be harmful to their privacy or security, they may request that this information be redacted or anonymized.

All information that the CRT receives from parties and witnesses is stored in Canada.

The CRT's complete policy on collecting and disclosing information gathered during the dispute resolution process can be found online at <https://civilresolutionbc.ca/resources/information-access-privacy-policy>.

If you have other questions about the CRT's policy for accessing dispute records or storage of the records, contact the CRT at:

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

Phone (toll-free): 1-844-322-2292

Mail: ATTN: Registrar and Executive Director  
PO Box 9239, STN PROV GOVT  
Victoria, BC V8W 9J1

### Declarations and Signature

**\* I confirm that:**

- I am aware of and understand the CRT's policy on collecting and accessing the information I provide to the CRT. (A summary of that policy is provided above.)
- 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 a term not longer than 6 months, or both.

\* Signature of respondent:

\* Date signed:



## Section 5: Instructions for Fee Payment and Form Submission



The response fee must be paid in full when you submit your form, or else your response may not be accepted. If you can't pay the fee, complete a Fee Waiver Request form and attach it to your response. (Visit <https://civilresolutionbc.ca> to download the form.)

### Response fee for disputes filed by email, fax, or mail:

CRT Dispute Response – all dispute types	\$25
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### How to pay:

- **By mail.** Attach a cheque or money order to this form. Make your cheque or money order payable to “Minister of Finance”. There is a \$30 fee for dishonoured cheques.
- **In person at any Service BC location.** Service BC accepts payment by cash, cheque, credit card, and debit. Service BC has offices throughout BC. Find your nearest location at <http://www.servicebc.ca>

### How to submit your completed form:

- **By email or fax.** Save your completed form and email it to [RSC@crtbc.ca](mailto:RSC@crtbc.ca) or fax to 1-250-356-6552. Pay in person at any Service BC location, or let us know that you're mailing your payment.
- **By mail or courier.** Mail this completed form and your cheque or money order to:  
 ATTN: Intake  
 Civil Resolution Tribunal  
 PO Box 9239 STN Prov Govt  
 Victoria BC V8W 9J1