



# Civil Resolution Tribunal

## Dispute Response Form – Business or Organization



Respond for free in most cases, save time, and have your response processed faster by responding online at <https://www.civilresolutionbc.ca>

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.

### Instructions

1. Review the Dispute Notice package you received.
2. Complete this form. Please print clearly.
3. Fields marked \* are required. Please note that character limits include spaces. If your form is missing information or goes over the character limits, it may 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.)

### Helpers and Representatives

- A helper may assist you throughout the process, including filling out forms.
- A helper cannot speak on your behalf. Only a representative approved by the CRT can do that.
- If you want to have a representative, you must ask the CRT for permission. Fill out a *Representative Request* form and include it with your application. (Download it from [our website.](#))

#### Personal Information and Privacy Notice

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. See our policy on [access to records](#) and information in CRT disputes. If you have any questions regarding the collection of your personal information, please contact us:

**Email:** [RSC@crtbc.ca](mailto:RSC@crtbc.ca)  
**Fax:** 1-250-356-6552

**Mail:** ATTN: Registrar and Executive Director  
PO Box 9239 Stn Prov Govt  
Victoria BC V8W 9J1



## Response Form Overview

\* Required fields. Please note that character limits include spaces.

### Section 1: Respondent – What is your contact information?

- Enter your information for the dispute file. It will be used to contact you about this CRT dispute, and on any orders the CRT may make about this dispute.

### Section 2: Dispute Information – Confirm general information about the dispute.

- Enter information to help the CRT process your response.

### Section 3: Response Details – How do you respond to the claims made against you?

- Enter 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 form and payment by one of the listed methods.

### Section 1: Respondent

Business or Organization 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		
* Address (Street or P.O. Box)		Unit
		* Postal Code
* City	* Province/State	Country <i>(if other than Canada)</i>
Daytime Phone	Email Address	

Contact Person for the Business or Organization		
* First Name and Middle Name	* Last Name	
* Address (Street or P.O. Box)		Unit
		* Postal Code
* City	* Province/State	Country <i>(if other than Canada)</i>
* Daytime Phone	* Email Address	

Special Accommodations for the Contact Person
<i>Special accommodations and risks are not disclosed to other parties in your dispute. We only use this information to determine what assistance we may be able to give you.</i>
<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

## Section 2: Dispute Information

Review the Dispute Notice package you received.

Dispute Information
* CRT Dispute Number (for example, SC-2019-01234):
* 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  <i>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.)</i>

### Section 3: Response Details

Review the Dispute Notice package you received.

- 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:</p> <p>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? <i>(Maximum 5,000 characters. Any additional text won't be recorded. You'll have the opportunity to respond in more detail during the resolution process.)</i></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 <i>(maximum 200 characters)</i>:</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 <i>(maximum 200 characters)</i>:</p>
<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 <i>(maximum 200 characters)</i>:</p>



Claim Response (continued)	
<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 (<i>maximum 200 characters</i>):</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 (<i>maximum 200 characters</i>):</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 (<i>maximum 200 characters</i>):</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 (<i>maximum 200 characters</i>):</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 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

**Declarations and Signature**

**\* I confirm that:**

- The CRT only asks for information necessary to resolve a dispute. Information entered in this response form will be shared with the other parties in the dispute, except where indicated in the form. I confirm that I am aware of the CRT's *Information Access and Privacy Policy*.
- I am responsible for providing evidence to support my position on each claim in the dispute. I understand that if the dispute goes to the Tribunal Decision Process, there will be deadlines for providing my evidence, and failure to prepare that evidence in advance may not be a basis for the CRT to extend those deadlines.
- 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:**

**\* Date signed:**





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



Application fees must be paid in full when you submit your application, or else your application may not be accepted. If you can't pay the fees, fill out a *Fee Waiver Request* form and include it with your application. (Download it from [our website](#).)

### Response fees 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 application:

- **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