



## Code of Conduct for CRT Parties, Representatives and Helpers



This Code of Conduct (“Code”) governs all parties, representatives, and helpers (each known as a “Participant”) to a Civil Resolution Tribunal (“CRT”) proceeding. It sets out the minimum standards of behaviour required of all Participants. Participants are expected to follow this Code during all interactions with CRT staff and with each other during the CRT process.

Not following this Code violates the CRT Rules (“Rules”). If a Participant does not follow the Code, the CRT will investigate and determine appropriate consequences.

### ***Duties of a Participant***

A Participant's duties include:

- Following the Rules.
- Not submitting any evidence or information they know is false. They must not be dishonest or misrepresent facts.
- Trying their best to meet deadlines provided by CRT staff. They must contact the CRT as soon as they can if they need to ask for more time to meet a deadline.
- Behaving courteously and respectfully to other Participants, CRT staff, tribunal members, witnesses, and other third parties.
- Not behaving abusively towards other Participants, CRT staff, tribunal members, witnesses, or other third parties. Abusive behaviour includes:
  - Inappropriate behaviour or comments that a person knows or reasonably should know will cause another person to be humiliated, offended, or intimidated;
  - Deliberately refusing to use a person’s indicated name, title, or pronouns, in written or verbal communications.

A person cannot excuse their behaviour by saying they did not mean for it to be humiliating, intimidating or offensive.

- Not harassing other Participants, CRT staff, tribunal members, witnesses, or other third parties. Harassment includes, but is not limited to, any unwanted physical or verbal behaviour that offends or humiliates the other person.

- Submitting, as soon as possible, any information which may give rise to a reasonable apprehension of bias or conflict of interest by CRT staff or tribunal members.
- Advising the CRT, as soon as possible, of any concern about a possible breach of procedural fairness.
- Respecting the confidentiality of information, records, and communications provided during the course of the CRT process. Participants must not use confidential information in a court proceeding or other legally binding process, except in certain circumstances as permitted by the *Civil Resolution Tribunal Act*.
- Not attempting to contact a tribunal member directly.

### ***What happens if a Participant does not follow the Code?***

The CRT is responsible for ensuring that the CRT process happens in a safe environment. This includes the obligation to respond appropriately when the Code is not followed.

The CRT may take the following actions if it determines that a Participant has not followed this Code:

- a) educate Participants about the CRT's expectations of respectful communication;
- b) review all communication before it is sent to other Participants in the dispute;
- c) require a party to communicate with the CRT and other Participant(s) through a representative;
- d) not allow further communication between Participants;
- e) restrict communication channels used by a Participant;
- f) restrict or not allow the participation of a helper or representative;
- g) ask a tribunal member for an order finding a Participant non-compliant with the Rules;
- h) end facilitated dispute resolution activities and move the dispute to adjudication by a tribunal member;
- i) tell the assigned tribunal member about the abusive Participant's conduct, so the member can consider making an order for costs against the abusive Participant;
- j) adjourn an oral hearing; or
- k) any other actions the CRT determines are appropriate and consistent with the Rules and the CRT's mandate.