

**Social Justice Tribunals Ontario***Providing fair and accessible justice*

Service Standards

September 1, 2013 (amended)

Disponible en français

Social Justice Tribunals Ontario is a cluster of seven adjudicative tribunals designated under the *Adjudicative Tribunals Accountability, Governance, and Appointments Act, 2009*.

Pledge

Service excellence is a priority for Social Justice Tribunals Ontario. "We will endeavour to provide fair, effective, timely and accessible dispute resolution that reflects the diverse nature of the work we do and the diverse communities we serve."

Service Standards

Social Justice Tribunals Ontario (SJTO) and its constituent tribunals will promote consistency in the application of processes while remaining responsive to diverse communities and their differing cases and party needs.

Effective September 1, 2013, a party before one of SJTO's tribunals, whose application has been accepted for processing, can expect that the following time standards will be met, 80% of the time.

Child and Family Services Review Board

Child and Family Services Act (CFSA)

- Section 36 hearings will be scheduled within 20 calendar days of receipt of the application.
- Section 68 pre-hearing conferences will be scheduled within 40 calendar days after the application is deemed eligible.
- Section 68 hearings will be scheduled within 60 calendar days after the application is deemed eligible.
- Section 61 and 144 hearings will be scheduled within 20 calendar days after the application is deemed eligible.
- Section 124 hearings will be scheduled within four calendar days of receipt of the application.
- Section 68 decisions or orders will be issued within 30 calendar days of the completion of the hearing
- Decisions or Orders for all other CFSA applications will be issued within 10 calendar days after the hearing has been completed.

Education Act

- Appeals of school board expulsion decisions will be scheduled within 30 calendar days of receipt of the notice of appeal.
- Orders will be issued within 10 calendar days after the hearing has been completed.
- Decisions will be issued within 30 calendar days after the hearing has been completed.

Custody Review Board

- Review will begin by telephone call within 24 hours of receipt of the application.

- Where the Board intends to hold a hearing it will advise the young person within 10 calendar days of receipt of the application.
- Recommendations will be issued within 30 calendar days of receipt of the application.

Human Rights Tribunal of Ontario

- The first hearing date offered to parties will be scheduled to take place within 180 calendar days from the date the application is ready to proceed to hearing.
- The first mediation date offered to parties will be scheduled to take place within 150 calendar days from the date the parties agree to mediation.
- Decisions for hearings which take three days or less will be issued within 90 calendar days.
- Decisions for hearings which take longer than three days will be issued within 180 calendar days.

Landlord and Tenant Board

- All applications, except those dealing with an above guideline increase (AGIs and A4s), will have a hearing scheduled within 25 business days.
- Orders for all applications, except those dealing with an above guideline increase (AGIs) and an application to vary the amount of the reduction (A4s) will be issued within 5 business days.

Note: LTB's case management system reports in business days. A regular business day is Monday to Friday, 8:30 a.m. to 5:00 p.m., with exception of statutory holidays.

Ontario Special Education Tribunals (English and French)

- All applications will be scheduled for mediation or a hearing within 120 calendar days.
- Decisions will be issued within 90 calendar days

Social Benefits Tribunal

- Appeals will be scheduled with a notice of hearing sent out no later than 30 calendar days after receipt of the appeal that sets a hearing date 180 calendar days after the notice of hearing.
- Decisions will be issued within 30 calendar days.

Ontario Government Common Service Standards

SJTO is also committed to providing service for administrative processes that meet the Ontario Government Common Service Standards, which are available at:

www.mgs.gov.on.ca/en/AbtMin/STDPROD_046103.html

Performance Results

Our service standards were first introduced on April 1, 2012 and amended on September 1, 2013. We will provide results to the public on an annual basis that will measure how well we are meeting our service standards.

sjto.ca
