

SJTO SERVICE STANDARDS – 2012/2013

We will provide results to the public on an annual basis that will measure how well we are meeting our service standards.

Service excellence is a priority for Social Justice Tribunals Ontario (SJTO). 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.

Overall, the numbers are fairly positive and we are moving in the right direction of meeting our service standards. SJTO is serious about meeting these standards and assesses on a regular basis to see how we can continually improve. If standards are not being met, we examine why. We also put an action plan in place to work towards meeting those standards moving forward.

Action plans include increasing the number of hearings, the use of early resolution sessions and streamlining business processes. These initiatives are helping us achieve our targets.

Our priority is the client and the service they receive and that access to justice is achieved in a timely manner.

Child and Family Service Review Board

Emergency Secure Treatment applications will be scheduled for a hearing within 4 calendar days 80% of the time.

Annual: 83%

Section 68 applications will be scheduled for a pre-hearing within 14 calendar days 80% of the time.

Annual: 44%

The actual average number of days for this standard was 18.

Section 61 and 144 applications will be scheduled within 20 calendar days after the application has been deemed eligible 80% of the time.

Annual: 17%

The actual average number of days for this standard was 23.

All other applications will be scheduled for a hearing within 20 calendar days after receipt of the application.

Annual: 22%

The actual number of average days for this standard was 23 days.

Decisions for Emergency Secure Treatment applications will be issued at the conclusion of the hearing. Reasons for the decision will be issued within 10 calendar days 80% of the time.

Annual: 100%

Decisions or Orders for all other applications will be issued within 10 calendar days after the hearing has been completed 80% of the time.

Annual: 14%

The actual average number of days for this standard was 32.

Custody Review Board

Review will begin by a telephone call within 24 hours of the receipt of the application 80% of the time.

Annual: 88%

Recommendations for all applications will be issued within 30 calendar days 80% of the time.

Annual: 81%

Human Rights Tribunal of Ontario

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 80% of the time.

Annual: 76%

The average number of days for this standard was 128.

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 all hearings 80% of the time.

Annual: 32%

The average number of days for this standard was 208.

Decisions for hearing which take three days or less will be issued within 90 calendar days 80% of the time.

Annual: 63%

The average number of days for this standard was 74.

Decisions for hearings which take longer than three days will be issued within 180 calendar days 80% of the time.

Annual: 43%

The average number of days for this standard was 234.

Landlord and Tenant Board

All applications, except those dealing with an above guideline increase (AGIs and A4s), will have a hearing scheduled within 30 calendar days 80% of the time.

Note: the Landlord and Tenant Board's case management system currently tracks in business days only, so this standard has been tracked at 25 business days*.

Annual: 78%

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 7 calendar days 80% of the time.

Note: the Landlord and Tenant Board's case management system currently tracks in business days only, so this standard has been tracked at 5 business days*.

Annual: 86%

* Results will be reported in business days until system changes occur.

Ontario Special Education Tribunal (English)

All applications will be scheduled for mediation or a hearing within 120 calendar days 80% of the time.

Annual: 100%

Decisions will be issued within 90 calendar days 80% of the time.

*Annual: n/a**

*There were no decisions issued.

Ontario Special Education Tribunal (French)

All applications will be scheduled for mediation or a hearing within 120 calendar days 80% of the time.

*Annual: n/a**

Decisions will be issued within 90 calendar days 80% of the time.

*Annual: n/a**

*There were no applications during this time period.

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 80% of the time.

Annual: 70%

Legislated timeframe for this standard is 60 days. The actual average number of days for this standard was 45 days after receipt of the appeal that sets a hearing date of 190 calendar days after the notice of hearing.

Decisions will be issued within 30 calendar days 80% of the time.

Annual: 77%

Legislated timeframe for this standard is 60 days. The actual average number of days for this standard was 40.