

**The Tribunal's vision is to provide parties with an independent, ethical and community-based appeal process which is accessible and conducted in a fair, timely and respectful manner.**

**To achieve this vision, the Tribunal is guided by the organizational values of:**

<b>Fairness</b>	<b>Efficiency</b>	<b>Accountability</b>
<b>Impartiality</b>	<b>Timeliness</b>	<b>Transparency</b>
<b>Excellence</b>	<b>Accessibility</b>	<b>Independence</b>

**The Tribunal would like to hear from people who have participated in the appeal process to improve our services and ensure they consistently support the Tribunal's vision and values.**

1. Was it easy to contact the Tribunal?

Yes

No

Please explain

2. Did you get the information you needed when you contacted the Tribunal?

Yes

No

Somewhat

Please explain

3. Was the information provided to you clear and understandable?

Yes

No

Somewhat

Please explain

4. Did you find it easy to file your Notice of Appeal?

Yes

No

Please explain

5. Did you find the copy of the Tribunal's brochure "How to Prepare for Your Appeal" helpful?

Yes

No

Somewhat

Please explain

6. Did the Tribunal staff treat you with respect?

Yes

No

Please explain

7. How would you rate your overall experience with the Tribunal?

Good

Satisfactory

Poor

Please explain

The Tribunal requires completion of a number of forms as part of the appeal process. The forms can be completed electronically, or completed by hand.

8. Did you complete a form?

Electronically

By hand

Please explain

9. Were the forms easy to understand?

Yes

No

Please explain

10. Did you find the forms easy to complete?

Yes

No

Please explain

11. Did you understand the purpose of the Release of Information form?

Yes

No

Please explain

The Tribunal sends a number of letters during the appeal process.

12. Were the letters you received clear and understandable?

Yes

No

Please explain

13. Did you feel you were treated with respect by the panel members?

Yes

No

Please explain

14. Did you feel listened to by the panel members during the hearing?

Yes

No

Please explain

15. Did you understand the questions the panel members asked during the hearing?

Yes

No

Please explain

16. Did you know the Tribunal is not part of the ministry?

Yes

No

Please explain

17. Did you know that you can submit a complaint to the Tribunal Chair, the Ombudsperson's office or seek a Judicial Review?

Yes

No

Please explain