



CRI

Centre for Regulatory Innovation

Regulators' Capacity Fund

Online Dispute Resolution Platform

Canadian Human
Rights Commission
(CHRC)

14 December 2020 –
31 March 2022

\$180,000

The CHRC's mandate recently expanded to include new legislative programs under the *Pay Equity Act*. The *Pay Equity Act* requires employers to proactively develop a pay equity plan in a consultative way with their workplace parties in order to address gender pay inequities. Employers have only three years to complete their plans, so timely resolution of any issues is essential. Timely and effective dispute resolution will be critical to effective implementation and to ensure that businesses can comply with the regulatory requirements.

In order to effectively support workplace parties in their pay equity plan process, the Pay Equity Unit (PEU) decided to develop a platform. This platform will allow them to respond to questions, process requests and address disputes quickly and efficiently, thereby reducing costs for parties, reducing their regulatory burden, and avoiding lengthy litigation.

PEU successfully developed an innovative online platform that will, once launched, provide support to workplace parties in their efforts to comply with the *Pay Equity Act*. The online platform offers an innovative approach to regulatory delivery and will provide timely and accurate information to the workplace parties to prevent issues from becoming disputes, complaints or objections. If information does not resolve the problem, the platform will also facilitate the resolution of issues through online facilitated discussion, investigation, rulings and decisions.

The public launch of the platform has been scheduled for January 2023, to include a pending platform upgrade, which is expected to provide significant benefits to the platform's users. This project is considered Phase 1 of the online dispute resolution platform, with the long-term vision being to develop the full spectrum of online services for workplace parties as part of a phased implementation. This innovative technological solution will enhance PEU's capacity to administer the proactive pay equity compliance framework, reduce administrative burden, and allow pay equity officers to spend more time on the education and promotion aspects of the regulatory regime.

