



CRI

Centre for Regulatory Innovation

Regulators' Capacity Fund

Online Dispute Resolution Platform

QUICK GLANCE

Lead Organization:

Canadian Human Rights
Commission (CHRC)

Timeline:

Oct 2020 – Mar 2022

Funding:

\$180,000

ABOUT THE RCF

The CRI's Regulators' Capacity Fund empowers federal regulators to better consider economic, competitiveness, and resilience factors in regulatory design and implementation.

PROJECT OVERVIEW

The Canadian Human Rights Commission (CHRC) developed an Online Dispute Resolution (ODR) Platform to support workplace parties in complying with the *Pay Equity Act*. The platform aims to provide timely and efficient resolution of disputes, reducing litigation costs and regulatory burdens.

The Challenge:

Previously, pay equity issues were handled through a lengthy complaint-based process, causing significant delays and costs for all parties involved. Employers have only three years to develop and implement pay equity plans, necessitating quick and effective dispute resolution to avoid compliance issues.

The Approach:

The Pay Equity Unit collaborated with the Cyberjustice Laboratory at Université de Montréal to develop a pilot ODR platform through Azure and SharePoint cloud services. This platform is designed to handle various authorization requests and provide quick responses to inquiries. Key innovative features include:

- A user-friendly interface for submitting requests for information and authorizations.
- Processes for managing six types of authorization requests.
- Online facilitated discussions and resolutions.
- Integration with cloud services for enhanced performance and scalability.

The Impact:

Early testing and internal reviews indicate that the platform significantly reduces response times, costs, and administrative burdens. It enables workplace parties to address pay equity issues proactively, ensuring timely compliance with the Act. The platform also supports the CHRC's move towards cloud-based services, enhancing overall efficiency and innovation.

Lessons Learned:

Agile Development: Embracing the minimal viable product approach allowed for flexibility and iterative improvements.

Stakeholder Engagement: Regular consultations with workplace parties ensured the platform met user needs.

Project Management: Clear roles and responsibilities and dedicated resources are crucial for managing complex projects.

This project demonstrates how innovative technological solutions can streamline regulatory compliance, providing a model that other regulatory bodies could replicate to improve their dispute resolution processes.