



A. Overall Experience (Landing Page) [COMPLAINANTS & RESPONDENTS]

A1. Please rate your **overall experience** with the BC Human Rights Tribunal.

- 5. Excellent
- 4. Very Good
- 3. Good
- 2. Fair
- 1. Poor
- 99. Don't Know/Unable to Rate

A2. Why do you say that your overall experience with the BC Human Rights Tribunal was [INSERT A1 RESPONSE]?

B. Complaint Filing Process [COMPLAINANTS ONLY]

In [MONTH & YEAR] you made a complaint to the BC Human Rights Tribunal. The Tribunal decided that your complaint could [proceed / not proceed].

B1. Please rate the BC Human Rights Tribunal **complaint filing process**.

- 5. Excellent
- 4. Very Good
- 3. Good
- 2. Fair
- 1. Poor
- 99. Don't Know/Unable to Rate

B2. How easy was it to fill out the complaint form?

- 5. Very Easy
- 4. Easy
- 3. Neutral or moderate
- 2. Difficult
- 1. Very Difficult
- 99. Don't Know/Unable to Rate

[IF RATED NEUTRAL/MODERATE, DIFFICULT OR VERY DIFFICULT, ASK B3]

B3. How could the **complaint form** be improved?

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[ASK B4 ONLY IF COMPLAINT REJECTED]

B4. Did you understand the Tribunal's reasons why your complaint could not proceed?

1. Yes
2. No
3. Don't Know

[IF COMPLAINT REJECTED THEN SKIP TO A3]

C. Settlement Meeting [COMPLAINANTS & RESPONDENTS EXPERIENCING]

[FOR RESPONDENTS ONLY ADD] In **[MONTH & YEAR]** a complaint was made to the BC Human Rights Tribunal.

You had a settlement meeting to resolve the human rights complaint without a hearing.

C1. Please rate the BC Human Rights Tribunal **settlement meeting process**.

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

C2. And how would you rate the BC Human Rights Tribunal **settlement meeting process** on the following?
[RANDOMIZE]

- a) Providing you with a chance to give your views
- b) Being fair
- c) Providing you enough information about the process
- d) The mediator being respectful
- e) The mediator being helpful

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

[IF C1 OR ANY ATTRIBUTES IN C2 ARE RATED FAIR OR POOR, ASK C3]

C3. How could the **settlement meeting process** be improved?

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D. Application to Dismiss [COMPLAINANTS & RESPONDENTS EXPERIENCING THIS]

[FOR RESPONDENTS WHO DID NOT HAVE A SETTLEMENT MEETING ADD] In [MONTH & YEAR] a complaint was made to the BC Human Rights Tribunal.

[FOR RESPONDENTS]: You submitted a Dismissal Application to get the complaint dismissed.

[FOR COMPLAINANTS]: There was a Dismissal Application filed to get your complaint dismissed.

D1. Please rate the BC Human Rights Tribunal **dismissal application process**.

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

D2. And how would you rate the BC Human Rights Tribunal **dismissal application process** on the following?

[RANDOMIZE]

- a) Being fair
- b) Being easy to understand
- c) Getting you a decision in a reasonable amount of time
- d) Providing you with enough information about this process
- e) Providing you with a chance to present your case

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

[IF D1 OR ANY ATTRIBUTES IN D2 ARE RATED FAIR OR POOR, ASK D3]

D3. How could the **dismissal application process** be improved?

D4. Did you understand the Tribunal's reasons for [dismissing the complaint / denying the dismissal application]?

1. Yes
2. No
3. Don't Know

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E. Hearing [COMPLAINANTS & RESPONDENTS EXPERIENCING THIS]

In [MONTH & YEAR] your human rights case went to a BC Human Rights Tribunal hearing.

E1. Please rate the BC Human Rights Tribunal **hearing process**.

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

E2. And how would you rate the BC Human Rights Tribunal **hearing process** on...
[RANDOMIZE]

- a) Being fair
- b) Being easy to understand
- c) Getting you a decision in a reasonable amount of time
- d) Providing you with enough information about the hearing process
- e) The Tribunal member being respectful
- f) The Tribunal member being competent and knowledgeable
- g) Providing you with a chance to present your case

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

[IF E1 OR ANY ATTRIBUTES IN E2 ARE RATED FAIR OR POOR, ASK E3]

E3. How could the **hearing process** be improved?

E4. And did you win or lose your case?

1. Won
2. Lost
3. Prefer not to say

E5. Did you understand the Tribunal's reasons for the decision?

1. Yes
2. No
3. Don't Know

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A. Overall Experience (continued) [COMPLAINANTS & RESPONDENTS]

[DO NOT SHOW INTRO TEXT FOR RESPONDENTS WHO DO NOT EXPERIENCE ANY STEPS]

Before we wrap up, here are a few more general questions about the BC Human Rights Tribunal.

A3. How would you rate the **usefulness** of the Tribunal's **website** in helping you through the complaint process?

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

A4. And how would you rate the BC Human Rights Tribunal **support staff** you dealt with on being **courteous and helpful**?

5. Excellent
4. Very Good
3. Good
2. Fair
1. Poor
99. Don't Know/Unable to Rate

A5. To what extent do you agree or disagree with the following statements? [RANDOMIZE]

- a. I was treated fairly by the BC Human Rights Tribunal
- b. It was easy to access the Tribunal's services
- c. I am satisfied with the outcome of my case

5. Strongly Agree
4. Agree
3. Neither Agree nor Disagree
2. Disagree
1. Strongly Disagree
99. Don't Know

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[ASK A6 FOR COMPLAINANTS ONLY]

A6. How did you **originally** hear or find out about the BC Human Rights Tribunal? *Select only one.*

1. Friend/word-of-mouth
2. Internet
3. Lawyer
4. Phone book/Yellow Pages
5. Government agency
6. Social media (Facebook, Twitter, etc.)
96. Other (specify)
99. Can't Recall

A7. What suggestions or comments, if any, do you have for the BC Human Rights Tribunal?

Thank you very much for completing our survey.

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