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# Condominium Dispute Resolution Tribunal

## Policies and Procedures

### PART I

#### Purpose, Application of Policies and Procedures, Definitions

##### 1. Purpose

- a) The purpose of these policies and procedures is to provide a means by which dispute applications filed with the Condominium Dispute Resolution Tribunal (CDRT) can be resolved through a fair and independent process in a timely and cost-effective way.
- b) The CDRT may publish guidelines, interpretation bulletins, information sheets and forms to assist parties in using these policies and procedures.
- c) Unless otherwise ordered, these policies and procedures apply to all meetings (case meetings or otherwise), mediations, hearings or other scheduled matters before the CDRT.

##### 2. Intent of the Policies and Procedures

- a) To provide parties of the CDRT with the framework for their interactions with the CDRT.

##### 3. Conflict between Policies, Procedures, Act, Regulation and Tribunal Regulation

- a) If any of these Policies and Procedures conflict or are inconsistent with an Act or Regulation, the Act or Regulation prevails to the extent of the conflict or inconsistency.

##### 4. Effective Date

- a) These policies and procedures come into effect on April 1, 2026.

##### 5. Definitions

- a) “Act” means the Condominium Property Act as amended;
- b) “Address for Service” means email, physical address or mailing address;
- c) “Adjourn” means to postpone and reschedule a matter until another time specified.
- d) “Administration” means the staff provided by the Government of Alberta who provide administrative support to CDRT and its appointed members.
- e) “Agreement” means a final written summary of an agreement made by the parties as a part of a negotiation or mediation.
- f) “Applicant” means one or more person(s) who file a dispute application with the CDRT.
- g) “Application Service” means the online website used by the parties for the purpose of managing dispute applications.
- h) “Chair” means the Chair of the CDRT appointed under the Act and Tribunal Regulation.

- i) “Dispute Application” means any matter filed with the CDRT and includes all of the information submitted with the form.
- j) “Deliver” includes “serve” and “submit” and means to provide or send a physical or electronic written communication to the CDRT or other parties.
- k) “Document” includes paper, letter, book, map, plan, drawing, photograph, film, recording, optical or electronic storage device, and any other thing on which information is recorded or stored.
- l) “Electronic Transmission” includes delivery by email, fax, file transfer protocol, online file storage and similar tools.
- m) “Guided Negotiation” means the informal process in which parties to a dispute application communicate amongst themselves with moderation provided by the Administration in an effort to come to an agreement without additional interventions.
- n) “Guideline” means general statements of principles of the CDRT that are intended to inform and guide those subjects to actions under the relevant legislation.
- o) “Hearing” means an adjudication hearing by the CDRT under the Act, Regulation and Tribunal Regulation in order to make a decision.
- p) “Mediation” means the intervention into a dispute application before the CDRT by a Mediator to facilitate negotiations among the parties and assist them in developing a mutually acceptable settlement, all of which is on a confidential basis.
- q) “Mediator” means a Member or Members appointed by the Chair to mediate a dispute application or other contracted mediator as the Chair deems necessary.
- r) “Member” means a member of the CDRT appointed under the Act and Tribunal Regulation.
- s) “Notice of Mediation or Hearing” means a notice from the CDRT stating the date, time and place that the CDRT will hold a mediation meeting or adjudication hearing and giving reasonable particulars of the matter in respect of which the adjudication hearing will be held.
- t) “Panel Chair” means the Member designated to a panel of more than one member to preside at an adjudication hearing.
- u) “Party or Parties” means an applicant(s), respondent(s), named in a dispute application, agreement or decision of the CDRT.
- v) “Preliminary Application” means a process by which a procedural matter may be considered by the CDRT when requested, in writing, by a party to a dispute.
- w) “Regulation” means the Condominium Property Regulation as amended;
- x) “Representative” means a person or lawyer or who has the authority to act for a party.
- y) “Respondent” means a person or party named as the party responsible for replying to a dispute application to or in an agreement, decision or order of the CDRT.
- z) “Tribunal Regulation” means the Condominium Dispute Resolution Tribunal Regulation as amended;

## **6. Enforcement of Policies and Procedures**

- a) All parties must comply with these policies and procedures and any other CDRT guideline issued unless the CDRT otherwise orders.
- b) The CDRT may exercise any power under these policies and procedures on its own initiative or on the Preliminary Application of a party.
- c) Some policies and procedures may be waived by Administration at the instruction of the Chair or Members.
- d) The CDRT Chair or Member may waive or vary a requirement of these policies and procedures at its discretion.

## **7. Effect of Non-Compliance**

- a) If a party refuses or fails without a reasonable excuse to comply with these policies and procedures, any guideline, or an order, direction or ruling of the CDRT, or to attend any proceeding under these policies and procedures, the CDRT may make any decision, order, or direction it considers appropriate in the circumstances, including one or more of the following:
  - i. A decision limiting the participation of a party in the proceeding or limiting the evidence which may be presented by a party in the proceeding, or
  - ii. Where the non-complying party is the applicant, an order dismissing the dispute application or deeming the dispute application to be abandoned.
- b) In making a decision, order, or direction it considers appropriate under this section, the CDRT will consider whether there has been substantial compliance and whether a party has been prejudiced by the failure to comply.

## **8. Enlarging or Abridging Time**

- a) The CDRT may, on any conditions it considers proper, shorten or lengthen the time required by these policies and procedures for doing anything or taking any proceedings.

## **PART II**

### **Representatives**

## **9. Right to be Represented**

- a) A party has the right to be represented by another person before the CDRT.
- b) When a party designates a representative, including a representative who is a lawyer, that party must make the appropriate changes in the Application Service.
  - i. When the representative has been set through the Application Service, a notification will be provided to the CDRT and the other party(ies) to the application.
  - ii. If the party retaining a representative does not have access to the Application Service, that party may submit either a letter advising of the name and contact information of the lawyer or a completed Appointment of Personal Representative form to the Administration office and must copy the other parties to the dispute.

- iii. If a party retains a representative that is not a lawyer, that party must submit a completed Appointment of Personal Representative form to the Administration office, either by uploading that document to the Application Service, or by email, mail or in person, and must copy to the other parties to the dispute.
- c) A party's representation will not be recognized if it has not been appropriately changed and delegated either in the Application Service or by notifying the CDRT Administration in writing.

#### **10. Representative Ceasing to Act**

- d) If a representative ceases to act for a party, the party or the representative must withdraw their access in the Application Service.
  - i. When a representative ceases to act within the Application Service a notification will be provided to the CDRT and the other party(ies) to the dispute application.
  - ii. When a representative ceases to act, and who does not have access to the Application Service, that notification must be made in writing either by email, mail or in person to the Administration office, and must be copied to the other parties to the dispute.

### **PART III**

#### **Communications**

#### **11. Communications with the CDRT and with Parties**

- a) Other than communications required during a mediation or adjudication hearing, any communications with the CDRT must go through the Administration. A party must not attempt to speak to or communicate with a Member directly outside of a mediation meeting or adjudication hearing regarding matters before the CDRT.
- b) No party should give evidence or submissions directly to a Member. All evidence or submissions must be provided through the Administration.
- c) A party must include the Application Service number on any evidence, submission or communication that the party files with the CDRT.
- d) A communication received by the CDRT after the end of the CDRT's business day (4:30 pm, Monday - Friday, excluding statutory and government holidays) is deemed to be received on the next business day.
- e) Communications to the CDRT outside of the Application Service must be copied to all other parties to the dispute.
- f) It is the responsibility of a party to ensure the CDRT has the party's current address for delivery and address for electronic transmission, and those of its representative. This includes maintaining their contact information on Alberta.ca for the purposes of the Application Service.
- g) If a party has provided an address for electronic transmission, the CDRT will communicate with that party using that address unless otherwise requested by that party.
- h) If a party fails to notify the CDRT of a party's current contact information and the CDRT receives notification by returned mail, email or otherwise, that the contact

information on the CDRT file is no longer current, the CDRT may stop sending communications to that address.

- i) If a party is represented by a representative, the CDRT may communicate with that party by delivery to that representative.

## **PART IV**

### **Filing a Dispute Application**

#### **12. Form of Dispute Application**

- a) An application must be made to the CDRT as per the Act, Regulation and Tribunal Regulation.
- b) Must be submitted using the Application Service at [condodisputes.alberta.ca](https://condodisputes.alberta.ca), unless:
  - i. If for any reason an applicant is unable to file the dispute application using the Application Service, that applicant is required to use the form provided by Administration.
- c) The CDRT may, with the consent of the parties, combine dispute applications involving like parties and situations in order to streamline processes.
- d) An applicant may, at any time throughout the dispute application process, withdraw their dispute application through the Application Service, or by providing notice in writing by email, mail, or in person to the Administration office.

## **PART V**

### **User Fees**

#### **13. Requesting a Waiver or Reduction in User Fees**

- a) Should an applicant have difficulty with the payment of the user fees, they may apply for a waiver or reduction of those fees.
- b) A request for a waiver or reduction of fees must be submitted by email to [CDRT@gov.ab.ca](mailto:CDRT@gov.ab.ca), by mail or in person.
- c) An application for a waiver or reduction of user fees must be accompanied by the required form and include:
  - i. The reason in which the request is being made;
  - ii. Copies of proof of household income for the previous 3 months; and
  - iii. Copies of proof of household expenditures for the same 3-month period.

d) The income guidelines for a fee reduction or waiver will be as follows:

Number of persons in family (including applicant)	Monthly gross family income**	Yearly gross family income
1	\$2,230	\$26,760
2	\$2,776	\$33,315
3	\$3,413	\$40,957
4	\$4,144	\$49,727
5	\$4,700	\$56,400
6	\$5,301	\$63,609
7+	\$5,903	\$70,819

\* This schedule is adopted from the Alberta Court of Justice and will be reviewed as needed.

- i. The term “gross family income” refers to all income received by a family before income tax and other deductions. This does not include income received by minors.
  - ii. The term “family” includes all persons living in the same dwelling and related by blood, marriage, common law or adult interdependent relationship, or adoption.
    - 1. In the case of common law and adult interdependent relationships, those relationships and their dependents are considered a family.
- e) Once the required form and documentation has been submitted, the request will be reviewed by the Chair, or their designate.
- f) The decision on the waiver or reduction of any user fees will be communicated to the applicant by email or letter.
- g) The decision on the waiver or reduction of any user fees will be valid for the duration of the dispute application.

#### 14. Requesting a Refund of Fees

- a) User fees are non-refundable.
- b) The refund of user fees payable for additional mediation time or adjudication will only be considered at the request of the party who paid that fee and must be made in writing to the CDRT.
- c) A refund of user fees may be considered by Administration for:
  - i. Additional mediation fees for additional mediation time, should the matter be resolved, and Administration advised, in advance of the start of any scheduled additional mediation meeting; or
  - ii. Adjudication where the matter has been resolved, and Administration advised, prior to the due date of the final submission.
- d) Any requests for refunds that are outside of the circumstances in section 14 will be referred to the Chair for consideration. The party making the request will be advised of the Chair’s decision in writing.

## **15. Initial Review of Dispute Application**

- a) On submission of a dispute application, Administration shall review the dispute application to determine if it is complete and contains the information necessary to advise the respondent.
- b) Administration may, by notice to the applicant, suspend the processing of the application based on any of the following:
  - i. Failure to submit information or documentation required with the application;
  - ii. Failure to comply with these policies and procedures; or
  - iii. Failure to comply with the requirements of the Act, Regulation or Tribunal Regulation.
- c) The Administration may request that the applicant, within a reasonable amount of time, provide the missing information or documentation.
- d) If the applicant fails to provide the information requested by the Administration within the established amount of time, the CDRT may consider the dispute application to be abandoned in accordance with s. 7 of these policies and procedures.
- e) Any information provided to the CDRT at the same time as the dispute application, will be considered a part of the dispute application.
- f) It is the responsibility of the parties to ensure that the information they provide is complete, accurate and in compliance with the requirements of these policies and procedures and the Act, Regulation and Tribunal Regulation.

## **16. Notification of Respondent**

- a) When the dispute application has been considered complete, Administration will confirm that the respondent information is complete and correct.
- b) When the necessary respondent has been identified, Administration will notify the respondent that a dispute application has been received in which they have been identified as the respondent.
  - i. The respondent will be provided with a link to log into the Application Service and connect to the dispute application.
- c) Should a respondent fail to reply or fail to log into the Application Service within the prescribed timeline, the dispute may be forwarded directly to Adjudication, and a decision may be rendered against the respondent.
  - i. Respondents who are unable to access the Application Service must contact Administration within 10 business days of receiving the Application Service link.

## **17. Delivery of Submissions**

- a) A document or submission may be delivered by the Application Service or any other means as directed by the CDRT.
- b) All submissions are due by 4:30 PM on the due date, unless otherwise communicated by the CDRT.
- c) If a party required to deliver a submission or other document fails to do so, the CDRT may proceed with the consideration of the dispute without that submission or other document.
- d) If the CDRT sends documents to a party by mail, it will be deemed delivered seven (7) days after it was mailed, in the absence of evidence to the contrary.

## **18. Refusal of a Dispute Application**

- a) The Chair, or their designate, may review a dispute application as per the Act and the Tribunal Regulation to determine if the CDRT has the jurisdiction to consider the dispute.
- b) If the Chair, or their designate, determines that a dispute application may be outside of the CDRT's jurisdiction, the Chair, or their designate, may refuse the dispute application or may request submissions from the parties to determine if the matter is within the CDRT's jurisdiction. See s.19 for the process for preliminary applications.
  - i. The Chair, or their designate, will issue a written decision to the parties explaining their determination and their reasons for that determination.

## **19. Preliminary applications**

- a) Should a party wish to have a matter respecting their dispute application considered, they may make a preliminary application in writing to do so.
  - i. A preliminary application may be made by email, mail, or in person to the Administration office or by uploading a document in the Application Service.
- b) Once the preliminary application has been submitted to the CDRT, either the Chair, or their designate, or the Panel Chair assigned to an adjudication hearing, whatever the case may be, will review the request and set out the process for the determination of the preliminary application.

## **20. Request for an Accommodation**

- a) For the purposes of this section, an "accommodation" refers to a special arrangement made to meet the diverse needs of a person or group of people.
- b) Requests for an accommodation may be made by a party using the procedure set out in s.19.
- c) The CDRT may consider any reasonable accommodation request including, but not limited to:
  - i. The format of a meeting or hearing;
  - ii. The use of an interpreter;
  - iii. The request of frequent breaks during a meeting or hearing; or
  - iv. Any other accommodation that may be requested.

## **PART VI**

### **Guided Negotiation and Mediation**

## **21. Guided Negotiation**

- a) If a dispute application has not been refused, Administration will commence the Guided Negotiation phase. During this phase, parties are required to communicate with each other to discuss the dispute application, narrow issues, disclose and provide evidence, discuss their agreement to mediation and discuss possibilities for resolution.
- b) Guided Negotiation may take place within a chat-like room in the Application Service.

- c) Guided Negotiation will be moderated by Administration, who may intervene or close the Guided Negotiation at their discretion.
- d) Guided Negotiation transcripts will be saved in the Application Service.
- e) At the conclusion of Guided Negotiation, and if the parties have come to an agreement, the parties will be provided with a document to facilitate the confirmation of that agreement.
- f) Should resolution be reached, the parties may be provided with a written document outlining the agreement.
  - i. Parties will be responsible for confirming the contents of any provided written agreements and facilitating the signing of any documents between themselves.
  - ii. Parties will advise Administration, within 30 days of being provided with a written document, if the agreement has been finalized and if the dispute application can be closed.
- g) If a party fails to participate in the Guided Negotiation, or if the parties do not come to an agreement, the dispute application may proceed to other dispute resolution phases.

## **22. Mediation**

- a) The Chair shall direct the number of mediators that will participate in a mediation.
- b) All parties to a dispute must agree to participate in mediation in order for mediation to take place.
- c) To reschedule a Mediation, there must be:
  - i. A written request to reschedule the mediation, including the reasons for the request to reschedule;
  - ii. Consent from all of the parties to reschedule the mediation as requested; and
  - iii. The request to reschedule the mediation must be received no later than 5 business days in advance of the scheduled mediation.
- d) At any time in the mediation process, the Mediator may, on their own or at the request of the parties, discontinue the mediation process and advise Administration that continued mediation will be unsuccessful.
- e) Mediation will take place by video conference.
  - i. Alternative methods of conducting the Mediation may be considered on a case-by-case basis by making a preliminary application.
  - ii. The method of conducting the Mediation will take into account the convenience and cost to the parties and the CDRT.
- f) During Mediation, the mediator has discretion in the method and may:
  - i. Facilitate discussion between the parties towards a resolution of the issues;
  - ii. Meet with the parties individually or together;
  - iii. Schedule further mediation time at a cost split between the parties;
  - iv. Draft a mediation agreement, signed by the parties, resolving the dispute application; or
  - v. Determine that further mediation will be unsuccessful and forward the dispute to Adjudication.
- g) Mediations are not open to the public.
- h) A Member facilitating a Mediation must not take part in the adjudication of that same matter, should that Mediation not be successful.

- i) A Mediator facilitating a Mediation must treat the process as confidential, and all records relating to the process in the possession of the Mediator or in the possession of the Administration must be returned to the parties or destroyed, except:
  - i. The agreement of the parties and any document necessary to implement the agreement.

## **PART VII:**

### **Adjudication Hearings**

#### **23. Notices to Attend**

- a) Once any preliminary matters have been reviewed and determined, parties will be issued a Notice to Attend.
  - i. Notices to attend will include the date, time, location and method that will be used to hold the hearing.
  - ii. If the hearing is to be held by teleconference or video conference, the log in information and instructions will also be provided.
  - iii. If a hearing is to be held by written submissions only, parties will be provided the dates in which they are required to provide their written submissions and the format those submissions are required in.
- b) A Notice to Attend will also include the due date and format for any evidence submissions to be provided.
  - i. Written submissions must include all evidence a party will rely on when making their oral submissions at a hearing.
- c) Hearing notices will be sent to the parties by email, unless an email address is not available.
- d) Should parties require that notices to attend be provided to witnesses, they must provide the name, contact information and email address for the witness.
  - i. The notices for witnesses to attend will be provided to the parties and it is the responsibility of the parties to forward any notices to their witnesses.
- e) The attendance of a witness is the responsibility of the party for whom the witness is being called.

#### **24. Adjournments and Rescheduling**

- a) The CDRT may adjourn or reschedule a proceeding at any time on its own initiative.
- b) Requests for an adjournment or rescheduling must be received by email, mail or in person to the CDRT office, or by uploading the request to the Application Service, no later than 5 business days prior to the scheduled hearing.
  - i. The CDRT may request submissions from the parties prior to granting the adjournment.
  - ii. If the adjournment is not granted, the parties will be required to appear at the hearing as scheduled.
  - iii. If the adjournment is granted, a new notice to attend will be issued to the parties with the details of the rescheduled hearing.
- c) Adjournments may not be provided should a party's witness not attend an adjudication hearing on the date and time specified in the Notice to Attend.

## 25. Adjudication Hearing

- a) In accordance with the Act, Regulation and Tribunal Regulation, the Chair may direct that an adjudication hearing be conducted by either a 1 person or 3-person panel, with one member being designated as the Panel Chair.
- b) Adjudication hearings may be recorded by the CDRT. No other recordings are permitted.
  - i. If a party requests an official transcript from a recording of an adjudication hearing, that party is responsible for any costs associated with the creation of that official transcript. A copy of said transcript will be provided to the other parties to the dispute and to the CDRT.
- c) Adjudication hearings are conducted by video conference or by way of written submissions.
  - i. Other hearing methods may be considered by making a preliminary application and with the agreement of the parties.
  - ii. If parties cannot agree on the hearing method, the CDRT Chair will direct the hearing method.
- d) Parties have the right to:
  - i. Present evidence;
  - ii. Call witnesses;
  - iii. Question or cross examine witnesses who give evidence at a hearing;
  - iv. Make submissions on the evidence and issues under dispute;
  - v. Receive copies of the written submissions and evidence provided to the CDRT by other parties to the proceeding.
- e) Parties are required to maintain respectful and courteous behaviour at all times throughout the adjudication hearing.
  - i. Parties will:
    1. Refrain from interrupting the panel or other parties;
    2. Not verbally attack another party or the panel;
    3. Follow all directions given by the panel;
    4. Not engage in side conversations;
    5. Ensure that all phones and devices are silenced;
    6. Arrive on time for the hearing; and
    7. Follow any other directions provided by the panel at the start of a hearing.
- f) All parties will be given the right to make submissions and respond to the submissions of the other parties.
- g) The panel may ask their own questions of any party.
- h) The panel may request the submissions of additional evidence prior to the conclusion of a hearing.
- i) The panel at an adjudication hearing has discretion on how the adjudication hearing will be conducted and, without limitation, may:
  - i. Determine the order of proceeding;
  - ii. Administer oaths and affirmations;
  - iii. Exclude a witness from the adjudication hearing;
  - iv. Make determinations on the admissibility of evidence;
  - v. Require the production of evidence;
  - vi. Require the attendance of a witness(es);

- vii. Proceed in a party's absence or in the absence of any submission(s) from a party where the party has had notice;
  - viii. Ask questions to clarify issues or facts;
  - ix. Ask questions of a witness in the nature of direct or cross-examination;
  - x. Place a time limitation on any part of the adjudication hearing, including presentations of evidence, examination or cross examination of witnesses or presentation of opening or closing statements;
  - xi. Require parties to provide written submissions;
  - xii. Make any direction or order as necessary for the maintenance of order during the adjudication hearing, including:
    1. The restriction on a person's attendance at an adjudication hearing;
    2. The exclusion of a person from participating in an adjudication hearing.
    3. How witnesses may attend and participate in an adjudication hearing.
  - xiii. Adjourn an adjudication hearing;
  - xiv. Make any other direction or order necessary for the just and timely resolution of the dispute application.
- j) A party who intends to rely on legal authorities or cases during an adjudication hearing must submit a copy of those authorities or cases as set out in the notice to attend.
- k) Unless otherwise directed, an adjudication hearing is open to the public.
- i. Requests for a closed hearing may be considered on a case-by-case basis.
  - ii. A request for a closed hearing must be made in writing as set out in the notice to attend.
  - iii. Requests for a closed hearing will be reviewed by the adjudication panel and approved by the CDRT Chair.
- l) Evidence
- i. All evidence being referred to during an adjudication hearing must be submitted to the CDRT as set out in the notice to attend.
  - ii. Evidence must be uploaded to the Application System.
    1. Should any party have difficulty uploading evidence to the Application Service, they must contact Administration to obtain additional instructions for submitting their evidence.
    2. Evidence may be provided in the following formats:
      - a. Video files (MP3, MP4, AVI)
      - b. Photos (JPEG, PNG, GIF)
      - c. Audio files (MP3, WAV, WMA)
      - d. Written documents (Word, Excel, PowerPoint, PDF, TXT)
  - iii. During an adjudication hearing, all parties may question the evidence.
  - iv. During an adjudication hearing, members of the panel may question the evidence.
  - v. It is the responsibility of the parties to ensure that they have reviewed and are aware of all the evidence submitted with regards to a specific matter in advance of the adjudication hearing.
    1. Being unaware of a submission loaded into the Application Service by the deadline indicated in these policies and procedures may not be grounds for an adjournment.
- m) Witnesses

- i. Witness lists must be provided to the CDRT and the other parties as set out in the notice to attend and prior to the scheduled adjudication hearing.
  1. Parties are responsible for the attendance of their witnesses.
  2. Notices to attend for witnesses may be provided to parties at their request.
    - a. Notices to attend for witnesses will be provided to the party calling that witness.
    - b. Parties are responsible for the delivery of notices to attend for their witnesses.
  3. Witnesses may be excluded from the adjudication hearing, unless they are providing evidence or being cross-examined.
    - a. Witnesses will be called into the hearing as they are needed.
    - b. Witnesses must be available for the entirety of a scheduled adjudication hearing, or until they are excused by the panel.

## **PART VIII:**

### **Decisions**

#### **26. New or additional evidence**

- a) If, before a panel has made their decision, evidence that was not available before the adjudication hearing becomes available, or if evidence available before the adjudication hearing but which could not, on reasonable and justifiable grounds, be produced at the adjudication hearing, becomes available, the panel may:
  - i. Consider whether the evidence should be presented;
  - ii. Provide an opportunity for every other party to review the information and make submissions on it and its relevance;
  - iii. Consider reconvening the adjudication hearing to hear submissions related to the information; or
  - iv. Consider giving notice to the parties to hear representation on the application of the Act, Regulation or Tribunal Regulation with respect to the information.

#### **27. Effective Date of Decision**

- a) The decision of the adjudication panel is the official decision of the CDRT and is effective on the date the decision is signed, unless otherwise specified by the adjudication panel.

## **PART IX:**

### **Information Requests**

#### **28. Information Requests**

- a) Parties to a dispute may download the components of their dispute file from the Application Service at any time and at no cost.
- b) All CDRT decisions are available on CanLII or by request at no cost.
- c) Requests for documents that are not publicly available should be made in writing to the CDRT by email to [CDRT@gov.ab.ca](mailto:CDRT@gov.ab.ca). Requests for information should be described as precisely as possible.

- i. Once received, the request will be reviewed by Administration, who will determine if they are able to fulfill the request.
  1. If Administration can fulfill the request, the requested information will be provided to the applicant within a reasonable time frame.
- ii. If Administration is unable to fulfill the request, the requestor will be advised to make their formal request to:

**Access to Information Central Intake**

Suite 402, 10405 Jasper Avenue

Edmonton, AB T5J 4R7

Phone: (780) 643-6713

Fax: (780) 422-3204

Email: [SARTR.ATI-CentralIntake@gov.ab.ca](mailto:SARTR.ATI-CentralIntake@gov.ab.ca)