



## Ontario Land Tribunal

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# Service Standard Policy

## Introduction

The Service Standard Policy for the Ontario Land Tribunal (OLT) provides a statement of the standards of service that the OLT intends to provide and a process for making, reviewing and responding to complaints about the services it provides.

This Service Standard Policy is prepared in accordance with section 5 of the [Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009](#).

## OLT Service Standards

The OLT is committed to striving for excellence and demonstrating the highest standards of public service in fulfilling its mission.

As part of its strategic planning approach, the OLT produces an annual [Business Plan](#), which includes, amongst other things, performance measures, strategic initiatives and key deliverables to implement its strategic directions. The performance measures, strategic initiatives and key deliverables are regularly updated and constitute OLT's main service standards. Please refer to the OLT's Business Plan for its current performance measures, strategic initiatives and key deliverables, as well as the most recent results in achieving them.

The performance measures set out in the Business Plan are designed to assess, on an ongoing basis, the OLT's core business of resolving disputes in an accessible, fair, efficient and timely manner. The OLT will continue to review performance measures and establish benchmarks to ensure that services and programs are achieving the intended objectives. The strategic initiatives and key deliverables include specific projects to be undertaken in the three-year period covered by the Business Plan. As part of its strategic planning approach, the OLT will continue to review its strategic initiatives and key deliverables.

In addition to the Business Plan, the OLT produces an [Annual Report](#) which reflects the previous year's accomplishments, caseload and performance results.

The OLT will issue a publicly available Annual Report and Business Plan every year. Collectively, these two documents will provide the public with the OLT's most up-to-date service standards and information on the OLT's achievements in meeting those standards.

The OLT will also ensure that the [Ontario government service standards](#) (e.g. calls will be returned by the next business day) are met. Service standards will be reviewed with staff on an annual basis and, where appropriate, will be incorporated into staff performance plans.

## Complaints

The OLT's Public Complaints Policy sets out a process for making, reviewing and responding to complaints about the OLT's services and/or the conduct of an adjudicator or staff person. The OLT's Public Complaints Policy is available on the "[Accountability Documents](#)" page of the OLT website.

## Adoption

OLT will review its public accountability documents to determine whether they require amendment every three years after their initial publication.