



**Independent Third Party Review (ITPR)  
PROCESS EVALUATION  
(for completion by participant)**

**TIMEFRAME:**

The information you provide will help us improve the Independent Third Party Review (ITPR) process. This evaluation form is to be completed by all parties within **seven (7) calendar days** upon receipt of this form. If not completed and returned to the Office of Dispute Management (ODM) within this timeframe, the information will not be considered further. A collective summary of the feedback received within the seven (7) calendar days will be sent to the reviewer **only after** a final decision is rendered. **Please note:** In order to ensure an unbiased evaluation of the reviewer, it is essential that this form be completed prior to the final decision being rendered by the reviewer.

**CONFIDENTIALITY:**

Confidentiality is assured. The information you provide will be held in the strictest confidence, and it will be stored securely with the CRA's Office of Dispute Management. The data will be used for statistical purposes only, and all reports will be in the form of statistical summaries that do not identify any individual. This assurance of confidentiality applies to and binds anyone working with the form.

ITPR Case File Number (to be inserted by ODM)

You are the:

Employee / Requestor       Union Representative       Other (please specify)

Manager / Respondent       Management Representative

Name of reviewer						
Please rate the reviewer with respect to the following:	0 Not Applicable	1 Poor	2 Fair	3 Good	4 Very Good	5 Excellent
Time Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy and confidentiality respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impartiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear communication of the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated an understanding of the issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided you an opportunity to present your case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to communicate verbally with all parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respect for you as an individual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What aspects of the process did you **like**?

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What aspects of the process did you **not like**?

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What would you change or improve, and how?

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Was the communication of information sent to all parties from the ODM concerning important points in the ITPR process useful?

YES       NO

Please explain.

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Any other comments?

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**Thank you for sharing your opinion with us!**