

PARLe



Transform the Court Experience
with Online Dispute Resolution

An Award-Winning Platform.
Customizable. Comprehensive.
For Convenient, Timely and
Affordable Dispute Resolution.



What is PARLe?

How can courts and public bodies use online dispute resolution tools to transform the justice system?

PARLe is a world-renowned leader in online dispute resolution. The PARLe platform (which stands for Platform to Aid in the Resolution of Litigation electronically) empowers courts and public bodies to transform the dispute resolution experience for everyday people. PARLe increases access to justice by facilitating dispute resolution prior to cases going before courts, tribunals, and administrative bodies.



It also improves the speed and ease of use of judicial systems in a private and secure environment as well as being suited for multi-party disputes. Unlike some of its competitors, PARLe is open source to its community members and modular to be tailor-made to your needs. It has been optimized for a wide array of disputes, including municipal infractions, labour, familial, consumer and debt repayment disputes, and more. The PARLe platform, accessible 24/7, increases organizational and user satisfaction with the following customizable set of services:

1

Online negotiation for parties to resolve a case between themselves

2

Access to mediation services built into the system itself or through a third-party

3

Virtual decision-making processes for arbitrators and judges



The PARLe solution has handled over ten thousand cases spanning multiple countries therefore and enabled more convenient, speedy and cost-efficient dispute resolution compared to the traditional justice system. Underlining its excellence, PARLe received the 2018 Public Administration Award of Excellence (Digital Initiatives Category) from the Institut d'Administration Publique du Québec (IAPQ) and the 2018 Award for Innovative Management of the Institute of Public Administration of Canada (IPAC), sponsored by IBM.



PARLe is an award-winning platform founded by Canadian lawyers, researchers and technologists with 25 years of research & development experience. It is a project of the Cyberjustice Laboratory, a non-profit startup and research hub at the University of Montreal led by Professor Karim Benyekhlef.



Too many low-intensity disputes will take months — or sometimes even years — to be resolved in the traditional justice system.

The PARLe platform is your solution. Built by expert lawyers and technologists, PARLe frees up courts and government agencies to spend their time, energy, and resources on matters that better warrant face-to-face interaction and human analysis. PARLe is a highly customizable suite of tools optimized for ease of use by court staff, citizens, mediators, arbitrators, and judges. It is a multilingual platform that provides seamless integration and access to end users available 24/7.



Case : 2017-00049R - Marc Applicant & Respondent Inc.

1 Applicant info

2 Respondent info

3 Problem description

4 Proposed resolution

5 Attach documents

6 Case completion

Confirm your proposal

Records Issue

If the other User accepts your proposed resolution, the online system will automatically send a copy of the Settlement Agreement below to both Users. The case will then be closed.

Please read the settlement agreement carefully. You can modify your proposed resolution now, or confirm it and move to the next step.



SETTLEMENT AGREEMENT

CASE: 2017-00049R
DATE: November 4, 2017

DRAFT

The Applicant:
Marc Applicant
1227 Teat Avenue, Apt. 387
Toronto (Ontario) A1B2C3

And the Respondent:
Respondent Inc.
9013 Respondent Street
Toronto (Ontario) A1B2C3

Agreement

WHEREAS the parties have agreed to use an online dispute resolution service, which led to an agreement;

Nature of the problem:

Issues in dispute

- accessing or getting copies of records
- the amount of money that the condominium corporation is charging to examine or get copies of records

Details:
The Corporation is asking me 2004 to access the last year's financial statements. I find that amount unreasonable.

The parties, knowingly and without reservation, shall settle the dispute as follows:

Details:
I am willing to pay up to 60\$ for the 2016 financial records (up to 3\$ per monthly statements).

For more information, visit

<https://www.cyberjustice.ca/en/parole-3/>

or email nicolas.vermeys@umontreal.ca

How does PARLe work?

Resolve low intensity conflicts in the field of civil, administrative and minor infractions

SELF-HELP TOOLS

Glossary, lexicon, definitions



1 TRIAGE

Admissibility of the dispute with chatbot and AI

3 NEGOTIATION

Private, online

MEDIATION

Neutral and impartial

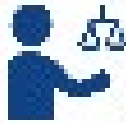
4



VIRTUAL TRIBUNAL

Decision of a judge

6



5

ADJUDICATION

Decision of an adjudicator

For more information, visit <https://www.cyberjustice.ca/en/parole-3/>
or email nicolas.vermeys@umontreal.ca

PARLe: A Proven System That You Can Trust

PARLe has been implemented in numerous permanent programs in North America and Europe with great success.

Quebec's Consumer Protection Agency (Canada)

PARLe has been the online dispute resolution platform of choice for Quebec's Consumer Protection Agency (CPA) since November 2016. PARLe provides consumers and merchants with a fast and free online service for resolving low-intensity disputes concerning consumer protection. Receiving up to 30 000 complaints per year, the CPA began working with the Quebec Department of Justice, and Cyberjustice Laboratory in 2015 to implement PARLe and tailor the platform to the CPA's needs.

With 150 registered companies, PARLe has already handled over 8400 files for the CPA, with a success rate of 72.2% of cases reaching an agreement (67% at the negotiation stage and 33% at the mediation stage). PARLe's success in consumer protection is clear in many other ways: While cases can take up to 1.5 years to reach trial in Quebec, with PARLe agreements have been reached on average within 23 days at nearly 7% of the cost. Satisfaction rates at the CPA are also very high, with close to 90% of customers and merchants stating that they are satisfied with the PARLe platform.

PARLe

Dossier : 2017-00018R - Nareg Froudjian & SEARS CANADA INC.

Préparation du dossier Négociation Demande de médiation Attribution du médiateur Médiation Clôture du dossier

1 Identification des parties 2 Description du problème 3 Proposition initiale 4 Offre de médiation 5 Production du dossier

Proposition initiale

1 La offre proposée en vertu de la loi sur l'accès à l'information

CONFIRMATION D'UNE ENTENTE CONCLUE EN NÉGOCIATION SUR LA PLATEFORME PARLE

Entre le consommateur :
Nareg Froudjian
Administrateur de l'Entreprise
Médiateur Coordonnateur
à titre personnel

et le commerçant :
SEARS CANADA INC.
ayant son siège social au 100 rue de la Monture
Canton de Québec (ville de Québec)
représenté(e) par le dirigeant

Chaque part :

Entente

ATTENTION : Cette entente a été conclue à l'aide d'un service d'accès au règlement des litiges en ligne automatisé qui conduit à une entente.

DÉFINITION DU SERVICE EN LIGNE :

- Il s'agit du service d'accès au règlement des litiges automatisé.
- Médiateur : M. NAREG FROUJIAN.
- Date de mise en ligne de la loi sur l'accès à l'information : 2006-06-01.
- Date de mise en ligne de la loi sur l'accès à l'information : 2006-06-01.
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Office
de la protection
du consommateur

Québec

Justice

Québec



Condominium Authority Tribunal of Ontario (Canada)



Condominium Authority Tribunal

PARLe is the platform behind the Condominium Authority Tribunal (CAT), which is Canada's first fully online tribunal.

The Cyberjustice Laboratory developed a cloud-based, integrated, modular, end-to-end information technology ecosystem to provide simple and cost-effective dispute resolution for the Condominium Authority of Ontario, which supports the province's 810 000 condo units and 1.6 million residents.

Condo Owner
After reviewing the information, condo owners and condo boards may file a dispute with the CAT. A dispute is any disagreement between a condo owner and a condo board or between two condo owners.

Stage 1: Negotiation (Fee \$25)
Applicants file a case with the online tribunal, providing them with a forum and tools to help them negotiate and resolve the dispute themselves.

Stage 2: Mediation (Fee \$50)
A CAT mediator guides the parties and guides the negotiation and dispute resolution process. The mediator helps the applicant and respondent negotiate and resolve the dispute in Stage 2.

Stage 3: Tribunal Decision (Fee \$125)
A CAT Tribunal panel hears the case and makes a final decision about the case.

Resolution

- Settlement Reached
- Consent Order
- Tribunal Decision

The infographic also shows a smartphone displaying the CAT app interface. The app shows a list of cases under the heading "My Cases". The first case is "2018-00014" with a status of "Mediation" and a last update of "Sep 14, 2018 - 17:29". The second case is "2018-00013" with a status of "Mediation" and a last update of "Aug 12, 2018 - 17:06".

As of September 2017, CAT helps to settle and decide condominium-related disputes between condominium directors, owners and residents in the Canadian province of Ontario.

The process provides convenient, affordable and efficient online dispute resolution through triage, negotiation, mediation, and adjudication.

Medicys (France)

The PARLe platform also provides services to the French National Chamber of Bailiffs (la Chambre Nationale des Huissiers de Justice), the highest authority representing the profession of bailiffs under the Ministry of Justice in France. The Medicys project is the result of a European Union directive, which requires all Member States to provide online mediation for their citizens regarding consumer rights and protection. The Cyberjustice Laboratory has worked with the French National Chamber of Bailiffs since 2015, offering a service that is free of charge to consumers and available 24/7. Medicys offers case triage, negotiation, and mediation between consumers and merchants or service providers. To date, around 6000 businesses subscribe to this consumer mediation service, while more than 10 000 consumers have used this comprehensive system to resolve their conflict.

Un processus au service de votre médiation



Accessible

Médicys est accessible à tous moments, sur n'importe quel appareil.



Rapide

Médicys vous aide à résoudre vos litiges de manière simple et efficace.



Économique

Une tarification transparente et adaptée à vos besoins.



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About the Cyberjustice Laboratory

The Cyberjustice Laboratory is a proven leader in providing software to improve access to justice. Created in 2010 by professor Karim Benyekhlef (University of Montreal), it is a hub for thought and creativity, dedicated to reimagining and improving justice systems through online dispute resolution and artificial intelligence. More specifically, the Laboratory (1) analyzes the impact of emerging technology on access to justice, and (2) develops concrete platforms, software and chatbots that adapted to the reality of the justice community.





The Laboratory's multidisciplinary team brings together students, researchers, and computer scientists from around the world, with a global reach of 20 universities and research centres, 52 researchers, and more than 50 public and private partners including Justice departments, Tribunals, Courts, Bars and leading international AI companies. The Cyberjustice Lab houses one of the world's first fully digitally-integrated courtrooms. More information about the Cyberjustice Laboratory can be found at cyberjustice.ca.

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