

Need help?

With how the court works

Court staff CAN

- Provide applicable forms and instructions, and answer questions about how to complete forms, such as where to write in particular types of information
- Tell you what the requirements are to have your case considered by the court
- Tell you why we think your documents do not comply with the Rules and give you an opportunity to make changes
- Provide you with general information on court rules, procedures, and practices
- Give you procedural information about how your case is being managed and the process involved in each step along the way to having your case heard by the court
- Tell you the process you go through when you use conciliation, mediation, or another type of assisted dispute resolution
- Tell you the process you go through at a hearing or a trial
- Tell you what has happened previously in your own case
- Give you links to laws, regulations, and court rules—they may also be able to give you a copy
- Tell you what records the court keeps and which records you can look at
- Give you information from records that are open to the public
- Let you know where to find information about rules of evidence

Court staff CANNOT

- Tell you which of several available processes you should choose
- Tell you whether it is in your best interests to follow a particular process
- Predict what will happen to you in court in the future
- Tell you how any laws or regulations might apply to your case
- Give you information that is not open to the public
- Help you decide generally whether you should have witnesses and what questions to ask them
- How to give evidence and use evidence in court

With forms

Court staff CAN

- Give you the forms you need and explain them and the terms used in them
- Tell you how to prepare for dispute resolution that is court-assisted, or a hearing, or a trial

Court staff CANNOT

- Tell you what information to put on a form
- Tell you what benefits, awards, or other types of relief you should ask for when you fill out a form

With finding services and information

Court staff CAN

- Let you know about other offices, agencies, and programs that offer services that might be helpful to you
- Let you know about free or low-cost ways to get legal advice, and how to find a lawyer

Court staff CANNOT

- Help you decide who to choose as a lawyer, mediator, counsellor, or other professional
- Refer you to a for-profit agency or program