

Office of the Commissioner
of Review Tribunals
Canada Pension Plan/
Old Age Security



Bureau du Commissaire
des tribunaux de révision
Régime de pensions du Canada/
Sécurité de la vieillesse

PRESS RELEASE

For Immediate Release

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OTTAWA - Today Guy Arseneault, Deputy Commissioner, Office of the Commissioner of Review Tribunals, appeared before the Sub-Committee on the Status of Persons with Disabilities of the Standing Committee on Human Resources Development and the Status of Persons with Disabilities and tabled a Client Satisfaction Survey, prepared by Environics Research Group.

“The survey has helped to provide us with a road map to improve our service to the Canadians we serve,” said Deputy Commissioner Arseneault. “It is our duty to ensure that those Canadians who need access to government programs are given every opportunity to access them.”

The survey was conducted over a two-week period beginning April 4, 2002, and consisted of telephone interviews with 1,600 Canadians – 1,406 who had appealed to the Review Tribunal and 202 who had not appealed.

“We are pleased with the results of the survey. Overall it shows that most of Canadians we serve, the poorest and most vulnerable, feel that they are treated with respect and compassion,” said Commissioner G. Peter Smith. “There will always be room for improvement and we are striving to develop new ways to serve disabled Canadians.”

“The survey has given the Office of the Commissioner of Review Tribunal a tool which will help them refine their procedures,” said Chris Baker, Vice President of Environics Research Group. “It pointed out the need to let appellants know the avenues and resources available to them.”

For more information, contact

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