

---

## *Mission Statement*

---

To provide the public with a fair and accessible appeal process that decides issues under appeal in an unbiased, timely and cost-effective manner.

To evaluate the effectiveness and efficiency of appeal processes and, where warranted, recommend improvements.

The Commission will achieve this mission by:

- ensuring fairness in the process,
- reviewing notices of appeal to determine whether there is a potential for alternative dispute resolution,
- hearing each case in accordance with the rules of natural justice and procedural fairness,
- ensuring each case is evaluated on its individual merits,
- simplifying policies and administrative procedures to ensure effective access to the appeal process by all aggrieved (affected) parties,
- educating Commission members on the principles of administrative law and the relevant legislation,
- providing the research and legal support required for Commission members to make fair decisions,
- developing effective and efficient registry, case management and research systems to support the Commission.