



Virtual Consumer Claims Tribunal & Office of Public Counsel Platform

Date: September 9, 2025

Prepared for: Office of the Public Counsel (OPC) & Consumer Claims Tribunal (CCT),
Barbados

Contact Persons

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Introduction

This document provides a high-level overview of the requirements for the new web-based platform. It is intended to ensure that the client (OPC and Tribunal) clearly understands the system's key features and can make recommendations or request adjustments before the development phase begins.

Project Objectives

- Allow consumers to easily submit and track complaints online.
- Enable OPC staff to review, investigate, and escalate complaints more efficiently.
- Support the Tribunal in managing hearings, including virtual hearings.
- Provide public access to published tribunal decisions for transparency and education.
- Reduce manual processes and improve communication through automation and notifications.

Main Users of the System

1. Consumers – submit complaints and track progress.
2. Suppliers/Businesses – respond to complaints and attend hearings.
3. OPC Staff – review, investigate, and manage complaints.
4. Tribunal Registry Staff – manage hearings and case filings.
5. Tribunal Members – review cases and issue decisions.
6. General Public – search and view published tribunal decisions.

Scope of the Platform

The platform will include two main components:

1. **Public Portal**

- Submit complaints and upload documents.
- Track complaint status using a secure reference code.

- Book appointments with OPC.
- Access Acts, FAQs, and guidance.
- View and search published tribunal decisions.

2. **Internal System**

- Complaint intake and case management dashboard.
- Investigation and mediation workflow.
- Tribunal complaint drafting and filing tools.
- Hearing scheduling (with Teams/Zoom links).
- Decision drafting and publication.
- Email notifications for case updates.

Overview of Process Flow

1. Consumer submits a complaint via the online form.
2. OPC reviews the complaint and investigates if necessary.
3. If unresolved, OPC prepares and files the matter with the Tribunal.
4. The Tribunal schedules and conducts a hearing (virtual or in-person).
5. A written decision is issued and shared with both parties.
6. Decisions that meet criteria are published online for transparency.

Deliverables

- Public-facing web portal for consumers and the public.
- Secure internal portal for OPC and Tribunal staff.
- Online complaint forms with file upload.
- Case tracking and notification system.
- Hearing management and scheduling module.
- Decision drafting and publication system.
- User and role management controls.

Out of Scope (Initial Version)

- Digitizing historical paper-based complaints.
- Integrated video conferencing (only meeting links).
- Payment processing.
- Multi-language support (English only).

Development Timeline

Proposed Start Date: October 16, 2025

Estimated Development Duration: Approximately 4 to 5 months.

The project will be divided into phases, with each phase reviewed and approved before moving to the next.

Client Sign-Off

By signing below, the client confirms that this document accurately represents the system requirements.

Name: _____

Position: _____

Date: _____