

Turnaround Times for Requests to Property Online

Type of Query	Expected turnaround time on initial contact and/or resolution	Resolution Process
Application Support: Critical (e.g. can't access POL)	Response within 1 hour	Resolution depends on investigation into multiple possible causes
Application Support: High (e.g. can't view maps)	Response with 0.5 business day	Resolution depends on investigation into multiple possible causes
Application Support: Medium (e.g. can't view notifications)	Response within 1 business day	Resolution depends on investigation into multiple possible causes
Image Quality Issue: Critical (e.g. document not viewable)	Response within 2 business days	Document Imaging team retrieves image and attempts to adjust/fix; or retrieves original and re-scans and loads images
Image Quality Issue: High (e.g. pages overlapping)	Response within 0.5 business day	Document Imaging team retrieves image and fixes order/overlapping document.
Billing	Response within 1 business day	Resolution depends on nature of question
General	Response within 1 business day	Resolution depends on nature of question

Turnaround Times for Requests to the Registrar General's Office

Type of Query	Expected turnaround time on initial contact and/or resolution	Resolution Process
Disagreement on acceptance/rejection of document or application	Response within 1 – 3 business days. Note: requests for written reasons under section 90: 5 business days.	May involve input/discussion with the LRO, client, lawyer and RG.
Complex scenario involving interpretation of policy, regulations or legislation	Response within 3 business days for initial contact with client; the time to resolve may take longer.	Sometimes involves decision from RG and/or program solicitor.
Request for Form 32	Response within 3 – 5 business days	
Request for Stop Order	Response within 1 business day	Always reviewed by the RG.
Assistance with Rectification	Response within 3 business days, depending on the complexity of the scenario; time to resolve may take longer.	Often involves discussion with RG.
General	Response within 3 business days for initial contact with client; time to resolve may take longer	Resolution depends on the nature of the question.