

Alternate Dispute Resolution Policy

Approved and date: March 9, 2026
Effective date: April 1, 2026
Scheduled review date: December 2028

Purpose

1. The Organization supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve Disputes or Complaints. ADR also avoids the uncertainty, costs, and other negative effects associated with lengthy Appeals or Complaints, or with litigation.
2. The Organization encourages all Participants to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. The Organization believes that negotiated settlements are usually preferable to outcomes resolved through other Dispute resolution techniques. Negotiated resolutions to Disputes with and among Participants are strongly encouraged.

Application of this Policy

3. This policy applies to all Participants.
4. Opportunities for ADR may be pursued at any point in a Dispute or Complaint when all parties to the Dispute or Complaint agree that such a course of action would be mutually beneficial.

Facilitation and Mediation Process

5. Disputes submitted to the Organization (non-Maltreatment related)

The Dispute will be referred to the Organization for review, with the objective of resolving the Dispute via ADR.

6. Complaints submitted to the Organization (non-Maltreatment related)

Once the Complaint is received, as per the Discipline and Complaint Policy, the Organization will appoint a Case Manager, who will propose the use of ADR to the parties only if appropriate.

7. Complaints submitted to the Independent Third Party (ITP) (Maltreatment related)

Once the Complaint is received and accepted, the ITP will appoint a Case Manager, who will propose the use of ADR, only if appropriate.

8. If all Parties to a Dispute or Complaint agree to ADR, a Mediator or facilitator, acceptable to all parties, shall be appointed to help resolve the issue(s) at hand.

9. The Mediator or facilitator shall decide the format under which the Dispute or Complaint shall be mediated or facilitated, and shall specify a deadline before which the Parties must reach a negotiated decision.

Negotiated Decisions

10. Should a proposed negotiated decision be reached, the decision shall be submitted to the Organization (when it's in reference to a Dispute or a non-Maltreatment Complaint) or the ITP (when it is in reference to a Maltreatment Complaint) for approval if it involves any obligations or may reasonably impact the operations or reputation of the Organization. The Organization or the ITP (whichever applies) may approve, reject, or propose amendments to a proposed negotiated decision.

a. Any actions that are to take place as a result of the decision shall be enacted on the timelines specified by the negotiated decision

b. The Parties may not withdraw from the proposed negotiated decision pending the approval of any actions to be taken by an Organization

11. Negotiated Decision Reports for Disputes or non-Maltreatment Complaints should include:

a. An overview of the Dispute or Complaint and relevant background information, as well as an overview of the decision including, where applicable, any obligations, financial terms, sanctions, or requirements for future conduct

12. Negotiated Decision Reports should be kept by the Organization for record keeping purposes.

13. Failure to comply with a signed negotiated decision may result in the suspension of the individual from participating in sanctioned activities. The lifting of the suspension will be reviewed by the Organization upon the completion of all conditions identified in the signed negotiated decision.

14. Should a negotiated decision of a Dispute not be reached by the deadline specified by the Mediator or facilitator at the start of the process, Parties have the option to submit a Complaint to the Organization according to the Discipline and Complaint Policy.

15. Should a negotiated decision of a Complaint not be reached by the deadline specified by the Mediator or facilitator at the start of the process, the Complaint shall proceed and be considered under the appropriate section of the Organization's Discipline and Complaint Policy.

Final and Binding

16. Any negotiated decision will be binding on the Parties. Negotiated decisions may not be appealed.