

CurlManitoba

Dispute Resolution Process – Procedures

CurlManitoba supports the principles of Alternative Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, mediation and arbitration as effective ways to resolve disputes with and among members, and to avoid the uncertainty, costs and other negative effects associated with litigation.

In the event the process needs to be initiated, CurlManitoba will follow the following procedures:

- 1) Negotiation
- 2) Facilitation
- 3) Mediation
- 4) Arbitration

Process:

- 1) Notify CurlManitoba (specifying Executive Director or President) in writing of the need for dispute resolution. (In the event the dispute is with or is directly related to the Executive Director and/or the President, the letter should be sent to the Executive Committee for adjudication.) The letter must be filed with the Association representative within 15 days of the incident.
- 2) CurlManitoba will schedule a meeting between all parties affected, to begin the process of Negotiation. In almost all cases a negotiated settlement is preferable to any outcome achieved through other dispute resolution techniques, and negotiated resolutions to disputes with and among Members are strongly encouraged.
- 3) **Opportunities for Facilitation and Mediation** may be pursued at any point in a dispute within the CurlManitoba where it is appropriate and where the disputing parties agree that such a course of action would be mutually beneficial.
- 4) CurlManitoba Executive Director will act as the facilitator in attempting to negotiate a settlement. (In the event the dispute is with or is directly related to the Executive Director, the CurlManitoba Executive Committee will appoint a facilitator from among their members.)
- 5) If a negotiated settlement is not successful, or if any of the parties wish to pursue the issue further, a Mediation process will be put in place.
- 6) Where Mediation is pursued, it will be done so in accordance with standard mediation practice using trained mediators who are mutually acceptable to the parties.
- 7) In the event that the Mediation process is not successful, or if any of the parties wish to pursue the issue further, an Arbitration process will be put in place.
- 8) Where Arbitration is pursued, it will be done so in accordance with standard arbitration practice using trained arbitrators who are mutually acceptable to the parties.
- 9) All correspondence and/or complaints will be kept confidential in accordance with CurlManitoba's Privacy Policy.

Reviewed and confirmed April 27, 2010