

## **OVERVIEW OF CCSAM'S ALTERNATIVE DISPUTE RESOLUTION POLICY REVISED FEBRUARY 9, 2009**

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### **STEPS TO RESOLVING A DISPUTE**

This is a brief overview of the steps involved in our dispute resolution process. For complete definitions, principles and procedures please refer to CCSAM's Alternative Dispute Resolution Policy. This policy is not designed to prevent disputes but to provide a mechanism to settle them fairly and impartially. Many disputes result from a misinterpretation of the facts or a lack of communication between the parties. An effective dispute resolution process will provide one or more steps where the parties can discuss their differences. It is important that every effort be made to resolve the dispute privately between the parties.

#### **STEP 1 NEGOTIATION**

The process where two disputing parties work together, without outside help, to reach a mutually agreeable settlement.

#### **STEP 2 FACILITATED NEGOTIATION**

When the parties are unable to resolve the problem privately through discussion, the next step is a process where an objective 3<sup>rd</sup> party individual works with and advises both parties, and brokers a mutually agreeable settlement between them.

#### **STEP 3 APPEAL**

If the attempts to resolve the dispute informally through negotiation are not successful, the individual appealing the decision should submit an Appeal. Refer to CCSAM's Appeals Policy for the details on this process.