

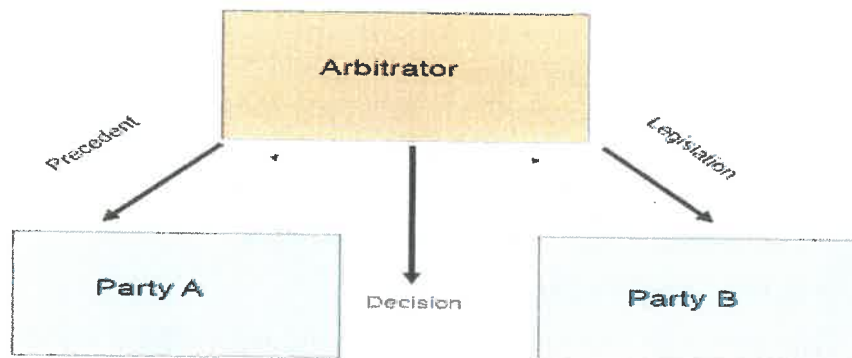
Arbitration

Definition

Settlement of a dispute by a third party involving less formality than a court hearing

Features

- An independent neutral third party is involved
- The third party is called an arbitrator
- The third party is often a subject matter expert
- Participation by the parties is usually voluntary but may be compulsory following on from earlier agreement between the parties
- The third party makes a decision about the matters in dispute that binds the parties
- The arbitrator usually decides the exact process that will be used but normally it is less formal than court
- Parties do not necessarily meet together



Conciliation

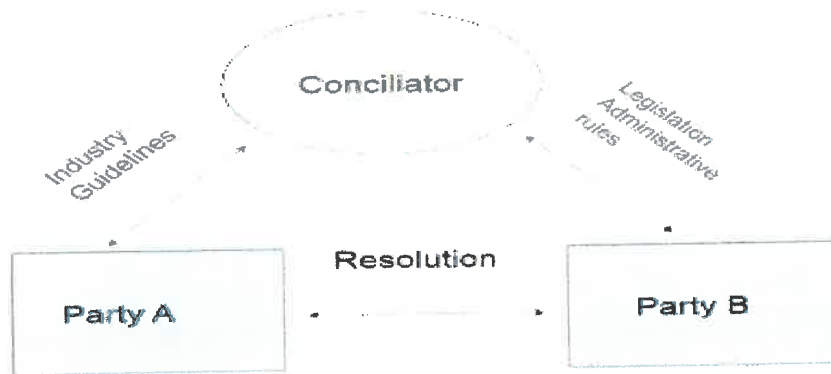
Definition

A process of resolving a dispute where a third party assists parties to negotiate an agreed resolution

Features

- An independent neutral third party is involved
- The third party is called a conciliator
- The third party is often a subject matter expert
- Participation by the parties in the process may be compulsory but it is the parties' decision on whether an agreement is reached

- The conciliator does not make a decision that binds the parties
- Conciliators can make suggestions on how a dispute might be resolved
- Parties usually communicate via the conciliator rather than meeting together



Mediation

Definition

Process of resolving a dispute where a third party aids communication between parties to help them reach an agreed resolution

Features

- An independent neutral third party is involved
- The third party is called a mediator
- The third party is a communication expert, not a subject matter expert
- Participation by the parties in the process is normally voluntary
- Participation in the resolution is always voluntary
- The mediator does not make a decision that binds the parties
- Mediators do not make suggestions on how a dispute might be resolved
- Mediators and parties usually meet together face to face.

