

## How the SBOT Dispute Resolution Program Works

This program has been designed to provide certainty of costs and time to deal with business disputes over values less than \$50,000.00.

This program also provides services for disputes that may not have a dollar value attached to it such as internal workplace disputes.

Since arbitration and mediation are voluntary dispute resolution processes, both parties to the dispute are required to agree to enter into a mediation &/or arbitration.

It all begins with the SBOT member who is the Claimant of the dispute.

As the Claimant, follow these steps:

**Step 1:** Download and complete the **Request for Dispute Resolution Form**

**Step 2:** Send the following Forms to the party with whom you are having the dispute with (The Respondent) and “invite” them to partake in mediation &/or Arbitration.

- Fully Completed and signed Appendix A-Request for Dispute Resolution Form
- Copy of the Fee Schedule
- Copy of the SBOT Arbitration **or** Mediation Rules

**Step 3:** If the Respondent is willing to take part in the SBOT Dispute Resolution Program ask that they complete and sign their portion of the form **Appendix B-Response Acceptance of Dispute Resolution**. The Respondent is to email or fax Appendix A & B Forms to the ADR Institute of British Columbia as well as to you (The Claimant).

**Step 4:** Arbitration and Mediation are a shared cost which means both parties split the fee equally. Both parties are to remit their portion of the cost directly to ADR Institute of British Columbia.

**Upon receipt of payment in full, ADRBC will assign a Qualified Arbitrator or Mediator to your case who will contact you and the Respondent within 7 days from being assigned.**