



Policy Name: Dispute Resolution		Date of Approval: Nov 4, 2023		Effective Date: Nov 4, 2023	
Approved by: Board of Directors		Prepared by: Risk & Safety Committee		Replaces Previous Versions: April 1, 2018	
Review Cycle: Biennial					
Responsible: Board of Directors-Risk & Safety		Accountable: Board of Directors		Consulted: Board of Directors	
				Informed: HNO Members	

Purpose

1. HNO supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve dispute.
2. HNO encourages all individuals and parties to communicate openly, collaborate, and use problem solving and negotiation techniques to resolve their differences. HNO believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques.

Application of this Policy

3. This Policy applies to all disputes within HNO when all parties to the dispute agree that such a course of action would be mutually beneficial.

Facilitation and Mediation

4. If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator shall be appointed by HNO or the Local Organization to mediate or facilitate the dispute.
5. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated.
6. Should a negotiated decision, be reached, the decision shall be reported and approved by HNO or the Local Organization.
7. Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of HNO's Discipline and Complaints Policy or Appeal Policy.
8. The costs of mediation and facilitation will be shared equally by the parties.

Final and Binding

9. Any negotiated decision will be binding on the parties. Negotiated decisions may not be appealed.
10. No action or legal proceedings will be commenced against HNO or its individuals in respect of dispute, unless HNO has refused or failed to provide or abide by the dispute resolution processes set out in its governing documents