

# CAO DISPUTE RESOLUTION PROCESS



## ASSESSMENT

CAO meets the parties, and other stakeholders where relevant, to get a better understanding of the issues and explain CAO's Dispute Resolution and Compliance functions.



## PARTIES DECIDE TO ENTER MEDIATION

If parties choose mediation, an independent mediator is contracted. Ongoing capacity building and training may be conducted to help prepare the parties for mediation and build skills required for participation



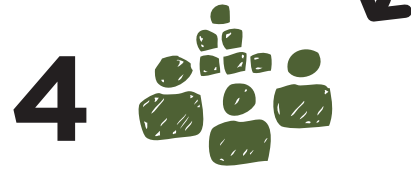
## GROUND RULES ESTABLISHED

Parties develop a set of ground rules that will govern the mediation process, covering such issues as handling the media, disclosure of information, and confidentiality.



## CASE CLOSED

CAO closes the case once assured that agreed items have been fully implemented to the satisfaction of the parties.



## PARTIES DESIGN A FRAMEWORK FOR ENGAGEMENT

Mediator works with the parties to design a structure for the process, including how meetings will be conducted, and what issues the parties are willing to mediate.



## MONITORING

CAO monitors implementation of the agreement(s) to ensure actions and commitments are met.



## SETTLEMENT AGREEMENT

If the parties reach a settlement, the mediator works with them to conclude a settlement agreement that captures implementation of specific actions and commitments.



## FACILITATED DIALOGUE

The mediator works with the parties to identify their needs and interests, explore options to address them, and negotiate possible settlement of issues raised.

Tools used may include:

- independent fact finding
- participatory monitoring
- expert advice
- joint field trips.

Note: If at any stage in the process, one or more parties wish to exit the process or fails to reach agreement, the case is transferred to CAO Compliance.