

## ODR Pilot Project

# A Chance to Resolve Your Dispute Online!

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During March 2011, the Ministry of Attorney General and Mediate BC Society are sponsoring an **Online Dispute Resolution (ODR)** pilot project to test new tools for resolving disputes. To do this testing, we're looking for real people with real disputes. Participants will get to try ODR for free. We want to hear how it works for you!

### What is ODR?

ODR uses the Internet to help people try and settle their disputes. The advantages of ODR are convenience, confidentiality, efficiency, speed, and cost effectiveness. You can negotiate with the other person or work with a mediator online, from the location of your choice. The goal is to help people resolve conflicts quickly and economically.



### Who can participate?

The dispute should involve only two people (or a business or organization), both of whom should be comfortable dealing over the Internet. Both people need a computer with Internet access. Both people also need to be willing and able to complete the process before March 31<sup>st</sup>.

### How will it work?

If you would like to try and resolve a real dispute through ODR, contact the case manager, Ben Ziegler at [odrbc@shaw.ca](mailto:odrbc@shaw.ca). He will ask for information about your dispute, and for the other person's contact information. Depending on the characteristics of your dispute and the number of available spaces left in the pilot project, you may have a chance to try and resolve your dispute through online negotiation or mediation.



The case manager will provide support, answer questions and assist with technical difficulties. He'll also track your progress and act as the neutral mediator when required. In selected cases he may use additional tools such as email or web-conferencing to help reach a resolution. He won't provide legal advice and won't impose a judgment or decision in any of the cases.

The B.C. Government and Mediate BC do not endorse any ODR products or services. We're in the 'testing' phase so there could be process issues and disruptions with the ODR services provided. There is no guarantee that the ODR process will produce a settlement. Some personal information may be collected, stored and accessed outside Canada, and participants must read and be satisfied with the privacy policies of each ODR provider before participating.

## What will we want from you?

Participants will be asked to provide feedback on their ODR experience, including the ODR platform they used, whether they were able to reach a settlement, and any process-related factors that contributed to the outcome.



## More information

More information on dispute resolution and mediation generally is available through the Dispute Resolution Office of the BC Ministry of Attorney General at [www.ag.gov.bc.ca/dro](http://www.ag.gov.bc.ca/dro) or Mediate BC at [www.mediatebc.com](http://www.mediatebc.com).

### Terms and Conditions of Participation

**By participating in this pilot project you agree that:**

- You have access to a computer with Internet and are comfortable using it.
- You will complete your portion of the dispute resolution process by March 31, 2011.
- You will provide feedback on your experience so that we can evaluate the effectiveness of ODR.
- You acknowledge that we may use non-identifying information for future research and evaluation.
- Participants are individually responsible for seeking independent legal advice should they wish to do so.
- The BC Government and Mediate BC do not endorse any ODR products or services. Because this is a 'testing' project, there may be process issues and disruptions.
- Some personal information may be collected, stored and accessed outside Canada, and participants must read and be satisfied with the privacy policies of each ODR provider before participating.
- There is no guarantee that the ODR process will produce a settlement for your dispute.
- You may, if appropriate or required to meet other deadlines, elect to continue pursuing a resolution in other forums or processes while ODR is occurring.
- If the ODR process results in a settlement, enforceability of the agreements made will be the independent responsibility of the parties.
- If the case manager acts as the neutral mediator in your case, he may disclose any information provided by any party to the other party unless the party disclosing the information requests that the information be kept confidential.
- Negotiation and mediation discussions are confidential and without prejudice and are inadmissible in any judicial, arbitral or other proceeding. No party will subpoena or require a mediator to testify or produce records or notes respecting the mediation in any such proceedings.



[www.ag.gov.bc.ca/dro](http://www.ag.gov.bc.ca/dro)



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