

Early Resolution of Financial Services Disputes



FINANCIAL SERVICES DISPUTES

Your cost-effective and efficient mediation service for resolving financial services disputes

Why Mediate?

By choosing to mediate, Financial Services companies and their clients are able to discuss and resolve their disputes quickly, inexpensively and confidentially.

A mediator is a neutral, third party who does not make a decision for the parties, but instead helps them to explore alternatives so they can reach a mutually acceptable agreement.

Mediation is a flexible and effective process to use at any stage of a dispute, including during the Financial Services company's Internal Dispute Resolution process.

A Streamlined Process

Once parties decide to mediate, ADC will appoint an accredited mediator with knowledge and experience relevant to the dispute. All mediators are independent and impartial.

To ensure efficiency and cost effectiveness, the mediation is scheduled as soon as practicable. ADC helps the parties and mediator arrange the date, time and a neutral venue for the mediation. For some regional and remote areas, ADC can arrange the mediation via phone or Skype.

To encourage open discussion, mediation is a confidential process and confidentiality agreements are signed by both parties.

Complainants and Financial Services Companies attending the mediation must have authority to settle the dispute. Parties do not need to have a legal adviser with them for the mediation. However, they can choose to be represented.

Mediation is a voluntary process and may be terminated by either party at any time.

Fees

One fee covers the cost of the mediator for a half-day mediation and a neutral venue at which to conduct the mediation session. The parties may agree to extend the mediation for a standard hourly fee.

More information

For more information about the features and benefits of ADC's financial service mediation and other dispute resolution processes, please ring ADC on +61 2 9239 0700 or email us at adr@disputescentre.com.au.





Early Dispute Resolution is integral to everyone's financial success

Confidence in the certainty, expediency, cost-efficiency and commercial privacy of dispute resolution is essential to maintaining client relationships and the profitability of your business.

Established in 1986, the Australian Disputes Centre is Australia's premier dispute resolution institution. As a not-for-profit company dedicated to supporting best practice dispute resolution,

ADC works with businesses, governments and individuals across Australia and the Asia-Pacific in delivering the significant benefits of mediating disputes.

Our national and international services include:

- Timely nomination of skilled mediators, with significant expertise in all areas of commercial practice, including financial services
- Superb, custom designed dispute resolution facilities
- Thought leadership in Alternative Dispute Resolution processes
- Professional and responsive case management of disputes
- Best practice rules and standard contract clauses for facilitating the resolution of disputes (download free from our website)



Leaders in ADR Learning & Professional Development

Over 33 years experience in delivering world-class training programmes

- Dedicated to advancing ADR knowledge and skills at all levels
- Public and In-House courses, seminars and workshops
- National and international client base; including businesses, governments, not-for-profits and ADR professionals
- ADC's flagship mediation training and accreditation program meets the current Australian National Mediator Accreditation Standards (NMAS)
- Choose from a range of ADR practical skills-based programs covering:
 - Mediation and Mediator Accreditation
 - Negotiation
 - Conflict Resolution
 - Complaints Handling
 - Bullying & Harassment Prevention
 - Facilitating Difficult Discussions
 - Arbitration
- Professional Development seminars and workshops for all levels of staff in your organisation

World Class Dispute Resolution Facilities

ADC offers exceptional dispute resolution facilities and services in a contemporary business centre environment:

- Custom designed ADR venue to meet your needs for all mediations, arbitrations, adjudications, deposition-taking, conferences, seminars and meetings
- 10 generously sized mediation, hearing and break-out rooms
- Seating capacities range from 4 to 30, with room for additional observers
- Quiet, light and airy atmosphere
- Excellent room flow and spacious central hub for shuttle negotiations
- Printing, whiteboards, video-conferencing and Wi-Fi
- Weekend bookings and extended hours easy to arrange
- Around the clock security access
- Complimentary refreshments and facilities with espresso coffee, teas, biscuits and filtered water available from the central galley
- Contemporary environment is enhanced by prominent Australian indigenous artworks on loan from the Ken Hinds Cultural Heritage Collection

For more information please contact us:

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