CAO DISPUTE RESOLUTION PROCESS

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

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

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