

# LOCAL AUTHORITY DISPUTE RESOLUTION COMMITMENT

## DRAFT PROPOSED STATEMENT OF COMMITMENT

The Local Authority Dispute Resolution Commitment (LADRC) is aimed at promoting best practice in managing and resolving disputes at the earliest opportunity. This commitment recommends the use of mediation as an effective method of early intervention in suitable situations.

The benefits of mediation are:

- Cost effective – and cheaper than more formal methods
- Swift – no lengthy evidence gathering
- Flexible – it's an informal process that meets the needs of the parties
- Confidential – outcome will not set legal precedents
- Impartial – mediators don't take sides or make judgements
- Empowering – parties decide what happens and when it happens
- Long lasting – parties have ownership of agreements made

By adopting this commitment, we demonstrate that we **will endeavour to:**

- **Be** proactive in the management of disputes and in working to prevent disputes escalating
- **Include** mediation within our complaints and dispute handling procedures and following processes which are appropriate in style and proportionate in costs to the issues that need to be resolved
- **Engage** in a process of appropriate dispute resolution in respect of any dispute which has not been resolved through our organisation's normal complaints procedures
- **Adopt** appropriate dispute resolution clauses in our contracts with other parties