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## High Marks for ADRIc's Arbitration Administration Service

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**ADRIc's Arbitration Administration service is popular with arbitrators, claimants, respondents and counsel. 100% of those surveyed about the service said that it provided good value and that they would recommend it to their colleagues and associates. They appreciate the friendly, professional service that gets the process started smoothly and keeps it moving along. ADRIc offers an efficient process for the selection of an arbitrator and also helps prevent unpleasant surprises and delays along the way. ADRIc's service is especially relevant if relations between the parties have been strained, or if one or more parties is unrepresented.**

ADRIc recently followed up with users of its Arbitration Rules Administration Service to see how satisfied they were with all aspects of the process. An independent survey company spoke with arbitrators, claimants, respondents, and counsel both across Canada and overseas. Questions covered the notice of request, contact with arbitrators, document management, case accounting and overall impressions.

The result? 100% of those who answered said ADRIc's Administration Service **provided good value** and that **they would recommend the service to their colleagues and associates.**

The benefits of using ADRIc's Administration Services are clear. Having ADRIc administer an arbitration formalizes the process. This means a faster start and earlier results. The Administration Service names a commencement date and also determines dates by which the parties must comply with procedural requirements. In doing so, the Service provides a framework and imposes discipline on parties. Especially in cases where communication has been strained or one party has been reluctant to engage, working with ADRIc can get the parties up and running.

ADRIc introduced new Arbitration Rules in 2014. The Administration Service supports these rules and provides knowledge, expertise, and support in using them. ADRIc's solid reputation means that parties can have confidence that their dispute will be managed in a professional, efficient and timely manner.

One of the major challenges facing parties in dispute is the selection of the Arbitrator. With so much at stake, each party wants an arbitrator who will be fair and knowledgeable about the subject matter of the conflict. ADRIc's service addresses this challenge. It offers an efficient process for finding the right arbitrator or panel of arbitrators. Respondents reported that a list of arbitrators was provided in reasonable time, arbitrators were informed of appointments in reasonable time, and overall the selection process was effective and efficient. ADRIc's reputation as a professional organization provides credibility for arbitrators if counsel are unfamiliar with them or located in another part of the country. This is important, because the smooth selection of an Arbitrator sets a positive tone for the arbitration itself. (As the saying goes, "Well begun is half done.")

ADRIC's Administration Service was found to be especially helpful if one of the parties was not represented by counsel. There is every indication that unrepresented litigants are becoming more common in Canadian courts, and everyone involved in civil disputes must be prepared. ADRIC can educate unrepresented parties about the arbitration process as well as provide expert support along the way. In fact, one respondent said that, if ADRIC were not involved, he would be reluctant to arbitrate a case involving an unrepresented party.

Experienced practitioners know that delays and surprises mean extra costs. Working with ADRIC helps prevent unpleasant surprises and delays. ADRIC keeps a lid on costs by offering a predictable process. A predictable process is preferable to an ad hoc approach because it reduces the risk for everyone involved. Using the service makes life easier for counsel and parties by providing a central point of contact. And it prevents arbitrators from having to collect fees and deposits, which might lead to the perception of a conflict of interest.

From the Notice of Request, through contact with arbitrators, document management, case accounting and follow-up, respondents were **highly satisfied** with all aspects of the Service. Overall, ADRIC was found to be competent, professional, and friendly. The survey respondents praised ADRIC's service and the staff as responsive to their concerns. Working with ADRIC was said to be efficient and cost-effective. Clients appreciated that ADRIC was able to provide guidance without interfering. Most importantly, since ADRIC's services are neutral, all participants can feel confident that they will be treated fairly.

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