

CISAS PLUS Independence
Integrity
Impartiality

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Introduction

- **IDRS Ltd is one of the UK's leading provider of dispute resolution services**
- **We administer CISAS, an Ofcom approved ADR service to resolve complaints involving Member CP's and their Residential or Small Business Customers (10 employees or less)**
- **Received approaches from a number of CP's to develop an ADR service that could be offered to their larger business customers as alternative to the courts.**
- **Consultation conducted with CISAS Member CPs, Trade Associations and other key stakeholders regards the proposed service.**
- **CISAS Plus service to be launched on 1st January 2010.**

CISAS Plus - Overview

- A two stage process with Mediation and Arbitration elements.
- Suitable for disputes involving sums up to £100K
- Can be used by any CP not just CISAS members.
- Flexibility to handle disputes involving CP's, End Users and or Resellers
- Cost controlled processes with fees known upfront and which does not require Legal Representation
- Confidential process between the parties.

CISAS Plus - Mediation

- Parties agree to mediate and make joint application to IDRS.
- In consultation with the parties IDRS appoints a suitable mediator
- Mediator agrees arrangements with the parties for the future conduct of the mediation.
- Mediation conducted and if a settlement is agreed then the Mediator issues a Settlement Agreement and once signed by parties this forms a binding contract
- If mediation unsuccessful then parties can ask Mediator to act as Conciliator and propose a solution that might meet both parties needs

CISAS Plus - Arbitration

- Any party may apply to use of the scheme but all parties must agree to arbitration. Unless there is a specific arbitration clause in the contract between the parties.
- Flexibility for a documents only or documents and hearing process
- Arbitration award is final & binding on parties
- Award is enforceable in the courts (internationally)
- Will settle the dispute and allow parties to move on

Questions ???

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