

Effective 17 September 2015

<p>POLICY CIRCULAR MANDATORY RESOLUTION PROCESS</p>

At its meeting of 17 September 2015 the Board adopted the following policy in relation to all Applications/Complaints.

1. All parties (or a representative with complete decision making authority on their behalf) are required to engage in a resolution process with the Board Officer prior to the release of the Investigation Report.
2. The process is meant to be held where possible in an environment that permits face to face discussions. However, it is understood that tele-conference will be used where and when it is deemed appropriate.
3. The Board Officer will determine the procedure to be followed (i.e., whether tele-conference is necessary; conference location and time; and whether it is appropriate for the parties to meet together, etc.).
4. The parties shall be available to meet with the Board Officer in a timely manner and the release of the Investigation Report shall not be delayed as a result of the unavailability of the parties to engage with the Board Officer in the resolution process.
5. Discussions which take place during the resolution conference are on a without prejudice basis. The discussions will not be revealed to the Board or any panel of the Board which may later decide the matter.
6. Any opinion expressed by the Board Officer during the resolution conference is treated confidentially and shall not be considered the opinion of the Board.
7. At the close of the resolution conference the Board officer will record the terms of any withdrawal or settlement within a matter and provide it to the parties. Within 24 hours of the close of the session, the parties will be expected to confirm the Board Officer's record.
8. The Board Officer shall not, unless the parties expressly agree, sit with any panel which is assigned to decide the matter.
9. Board Officers are required to advise the Board in the Investigation Report if the parties have actively engaged in the resolution conference process.