

# Office of Dispute Resolution (ODR)

## Policies and Procedures

### **I. Program Description and Mission**

- A) [Responsibilities of ODR Central](#)
  - 1. [Specific Duties of ODR Staff](#)
    - a) [ODR Director](#)
    - b) [ODR Project Manager](#)
    - c) [Referral Coordinator](#)
- B) Responsibilities of Local Program Administrators
- C) Responsibilities of ODR Neutrals
  - 1) [Relationship to Judicial Department](#)
  - 2) [Peer Review & Professional Development](#)
  - 3) [Subpoenas](#)

### **II. Qualifications of ODR Neutrals**

- A) [Application Process](#)
- B) [Selection Criteria](#)
- C) [Neutral Orientation](#)
- D) [Codes of Professional Conduct and Standards of Conduct](#)

### **III. ODR Mediation Process**

- A) [Overview of Program](#)
- B) [Referrals & Scheduling](#)
- C) Fees
  - 1) [Schedule of Fees](#)
  - 2) [Advance Collection of Fees](#)
  - 3) [Reduced Fee Services](#)
  - 4) [Refunds](#)
  - 5) [Fees for Late Cancellations & No Shows](#)
  - 6) [Fee Cap](#)
- D) Special Considerations
  - 1) [Appropriateness of Mediation](#)
  - 2) [Domestic Violence](#)
  - 3) [ADA Compliance](#)
- E) Foundations of Mediation
  - 1) [Voluntary Process](#)
  - 2) [Neutrality, Impartiality and Competence](#)
  - 3) [Empowerment](#)
  - 4) [Confidentiality](#)
- F) Other Mediation Participants
  - 1) [Attorneys in Mediation](#)
  - 2) [Children in Mediation](#)
- G) Role of Other Professions
  - 1) [Legal Issues](#)
  - 2) [Psychological Issues](#)
- H) Concluding the Mediation Session
  - 1) [Memoranda of Understanding](#)
  - 2) [Certificate of Compliance or Status Report](#)
  - 3) [Surveys](#)

### **IV. Online Data & Billing System**

- A) [Data Collection](#)
- B) [Billing Procedures](#)

### **V. Complaints**