

ALTO



Mediation Panel

For Education
Providers & Agents

ALTO Mediation Panel Overview

The ALTO Mediation Panel is a service available to all members of the association who would like to ask for the opinion of an independent panel of fellow professionals about a dispute they have with another ALTO member.

Before you contact the panel, please make sure that your claim is reasonable according to the ALTO Best Practice guidelines and you understand the bases of the scheme set out in this document.

Who can apply for the Mediation Scheme?

Both parties must hold a valid membership with ALTO at the time of the disputable event in question and at the time of the claim.

What type of disputes are eligible?

You can initiate a mediation process if you feel that the ALTO Best Practice guidelines that you had previously discussed with your partner and amended your contract accordingly were not met by your partner and it has caused damage or inconvenience to your business.

Acceptance of the Mediation Panel's decision

Both parties need to establish at the beginning of the process that in order for any settlement to be concluded, the parties must voluntarily agree to accept the result of the mediation process and understand that the ultimate aim of the service is to avoid both parties going through a lengthy and expensive legal procedure.

Mediation Panel (MP)

The panel will be made up of 3 members elected for 1 year at the AGM

- one school representative
- one agent representative
- one non-trading member – an association representative
- two substitutes *
- the Association Manager (AM) will oversee and administer the process and keep the minutes of the meetings

*Substitutes are called in when one of the panel members is too closely involved with the case or is not available to attend the meeting.

Mediation process

1. Introduction

The first step of the procedure is to submit your claim in writing to the AM. You should describe the events concisely in approx. 500 words. The AM will ask you to confirm that by submitting your claim, you agree to accept the decision of the MP.

After consulting with the MP, the AM will contact the other party to inform them about your claim. She will explain the purpose of the Mediation Panel and ask them to confirm that they agree to discuss the case in front of the MP and will accept the decision of the panel.

2. Information gathering

The AM will inform both parties about the acceptance of the claim by the MP and ask them to gather and send all relevant documents to support their case within 7 calendar days to the AM.

3. Meeting of the MP

(maximum 21 calendar days from introduction, holiday periods could increase response time)

The quorum is 2 voting members of the MP

Members of the MP identify the problem and review the documents provided by both parties.

Both parties will have equal time allocated to present their case and answers questions from the panel. MP will make a decision and offer a solution at the end of the meeting or asks for further documents (7 calendar days deadline)

MP sets a time for a 2nd meeting – within 2 weeks from 1st meeting

4. Proposal of solution by the MP

Parties can accept the proposal and the case is solved

Parties can appeal against the decision of the MP, and the case goes in front of the ALTO Board.

5. Proposal of solution by the ALTO Board

Based on the supporting documents and the minutes of the MP meeting(s) the ALTO Board will propose a solution. Since the ALTO Board is made up of 3 agencies and 3 schools, we can't provide any fairer panel that would review the case and the solution should be accepted.

Mediation process continued

General rules of the mediation process

One member can only initiate maximum 2 cases over a 12-month period.

The entire process is strictly confidential and both parties as well as the Mediation Panel are requested not to disclose any information outside the mediation process.

Mediation Scheme fees

The scheme is open to ALTO members only and the service is included in the annual membership fees.

If Mediation fails

ALTO would like to highlight that the main purpose of this free and volunteer service is to help members come to a mutual agreement without having to go through expensive legal procedures. If parties reject the solutions proposed by the MP and the ALTO Board, they are free to pursue legal claims.

ALTO, its Board members and employees or members of the Mediation Panel can't be held responsible for a failed Mediation process and the consequences that follow. All parties enter into the Mediation scheme in good faith and will not use the documents submitted during the Mediation process by other parties or the proposed suggestion of the Mediation Panel in a legal claim.

ALTO

If you are either a business owner or hold a senior leadership position within your Company and are interested in joining ALTO please contact the Association Manager:

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