Mediation Process:

From File Assignment to Settlement Agreement

1

Complaint assigned to Mediator - Complainant expressed interest in mediation

2

Interest confirmed - Respondent agrees to participate and provide their initial response

⚠ **14 days**

3

Proposal development - Complainant creates a proposal

⚠ **14 days**

4

Proposal response - Respondent responds to the proposal

⚠ **21 days**

5

Settlement negotiations begin

⚠ **2-6 months**

6

Moving forward - A settlement is reached when both parties agree to the terms. Following this, a mediator will prepare a settlement agreement

7

Next steps - If the parties cannot reach an agreement, the mediation session may end and the complaint may proceed to the next stage of the process.

⚠ The parties may choose to continue or return to settlement negotiations later in the process