



ROLES, RIGHTS AND RESPONSIBILITIES OF THE MEDIATION PARTICIPANTS

MEDIATOR:

Role: The role of the mediator is to facilitate discussions between parties in order to negotiate a resolution to a dispute.

Rights: The mediator has the right to:

- Have a commitment from parties to mediate in good faith, as demonstrated by the ratification of the Agreement to Mediate.
- Determine the framework for the process of mediation to be conducted, with agreement from the parties.
- Receive all relevant information and documentation from all parties in a timely fashion.

Responsibilities: The mediator is responsible for the following:

- Thoroughly explaining the process of mediation at the Canadian Transportation Agency (Agency) to the parties and confirming that they are aware of their roles and responsibilities.
- Remain impartial and neutral.
- Keep information confidential.
- Affirm that all parties are able to effectively and equitably mediate by confirming that a decision maker for each party is present at the mediation.

PARTIES:

Role: The role of the parties is to openly and honestly discuss and negotiate a solution to the dispute.

Rights: The parties have the right to:

- Select mediation as the method of dispute resolution.
- Withdraw from the mediation process at any time.
- An impartial, neutral mediator to facilitate discussions.
- Have all information kept confidential.
- Provide input into the mediation process design and ground rules.

Responsibilities:

- Sign the agreement to mediate and participate in good faith.
- Honestly and openly share relevant information with the mediator and other parties.
- Generate options.
- Agree to an extension of the statutory deadline, if the case is formally before the Agency.