7.7

From: Stan Galbraith [mailto:Stan@galbraith.ab.ca]
Sent: March-28-16 5:04 PM
To: Paul Conway
Subject: RE: Law Times article and intial ADRIC response

Yes.
Stan

From: Paul Conway [mailto:paul@adralberta.com]
Sent: Monday, March 28, 2016 3:33 PM
To: Stan Galbraith
Cc: Don Goodfellow; John Welbourn; Michael Hokanson; Barry Marshall; Joanne Munro; Michelle Simpson
Subject: FW: Law Times article and intial ADRIC response

FYI

Does this require discussion at the Board meeting?

Paul Conway | ***Executive Director***

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From: ADRIC - Janet McKay [mailto:janetmckay@adric.ca]
Sent: March-28-16 3:16 PM
To: jkvanrhijn@hotmail.com
Subject: Law Times article

Hello Judy,

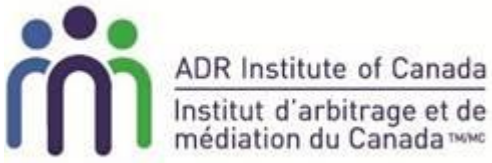
Apologies for the delayed response: I was not in the office today.

1. The public can make a complaint against members through the regional affiliates, which process and manage complaints. ADRIC sets the standards and policies and the affiliates manage any cases as individuals are members at the affiliate level and that is where professional accountability rests.
2. You would need to contact each affiliate about their volume of cases. Their contact information is available here: http://adric.ca/about-adr/affiliates/
3. There are no statistics.
4. I have not heard of any complaints in the situation you describe.

We like to be aware of any articles about ADR: when do you expect to publish?

Best regards,
Janet

Janet McKay
Executive Director / Directrice générale



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From: Judy van Rhijn [mailto:jkvanrhijn@hotmail.com]
Sent: March 28, 2016 11:46 AM
To: ADRIC - Janet McKay
Subject: Law Times article

Hi Janet,
I am freelance writer with Law Times, currently working on an ADR feature. I am interested in the complaints and discipline process for arbitrators. I note that your organization has a Policy that involves investigations and hearings. Could you provide me with some information please?
1. I am interested to know whether the public can come directly to the national body or do they have to go through a process at the provincial level first?
2. What volume of complaints and disciplinary matters do you handle?
3. Is there any statistical information about the nature of the complaints?
4. Do any of the complaints relate to conflicts or perceived bias caused when an arbitrator is still practicing as a lawyer in the same field? This is in the context of the separation that is maintained between the bar and the judiciary which is not apparent with arbitrators.
Regards,
Judy van Rhijn
2269726087