



THE PROCESS

LODGING A DISPUTE AT A VENUE?

STEP 1

- BOTH PARTIES AND/OR ONE PARTY MUST ARRIVE AT VENUE BETWEEN 9H00 AND 16H00 ON THE DAY TO LODGE THEIR DISPUTE.
- NEW DISPUTES WILL ONLY BE ACCEPTED TO BE HEARD ON THE DAY BY LATEST 14H00.
- DISPUTES LODGED AFTER 14H00 WILL BE ENROLLED FOR ANOTHER DAY.
- BOTH PARTIES AND/OR ONE PARTY MUST BRING ALONG A COPY OF THEIR IDENTITY DOCUMENT/S.
- BOTH PARTIES AND/OR ONE PARTY MUST BRING ALONG COPIES OF ALL DOCUMENTATION THAT IS RELEVANT TO THE DISPUTE.
- ON ARRIVAL BOTH PARTIES AND/OR A PARTY MUST REPORT TO THE ADMIN DESK AT VENUE.
- PARTIES CAN LODGE THEIR DISPUTE AND/OR RESPONSE AT THE VENUE.

STEP 2

- IF BOTH PARTIES ARE PRESENT THE ADMIN TEAM WILL RECEIVE THE INFORMATION, REQUEST THE PARTIES TO SIGN THE MEDIATION AGREEMENT AND PREPARE THE CASE FILE FOR THE MEDIATOR.
- THE CASE FILE WILL THEN BE HANDED OVER TO A MEDIATOR TO ASSIST THE PARTIES AT THE VENUE. BOTH PARTIES WILL APPEAR IN FRONT OF THE MEDIATOR ON THE DAY.
- IF ONLY ONE PARTY IS PRESENT THE ADMIN TEAM WILL RECEIVE THE INFORMATION AND PROCEED TO OPEN UP A CASE FILE. ONCE THE DISPUTE IS LODGED THE ADMIN TEAM SHALL ALLOCATE A FUTURE PROVISIONAL HEARING DATE TO THE APPLICANT.
- THE ADMIN TEAM SHALL THEN PROCEED TO INFORM THE RESPONDENT OF THE DISPUTE LODGED, GET HIS/HER RESPONSE AND SECURE THE ATTENDANCE OF THE RESPONDENT FOR THE PROVISIONAL DATE SET DOWN.
- THE ADMIN TEAM SHALL INFORM THE APPLICANT PRIOR TO THE NEXT PROVISIONAL DATE WHETHER OR NOT THE MATTER IS READY TO PROCEED OR NOT. A LINK WILL BE SENT TO THE APPLICANT TO VIEW THE RESPONDENT'S RESPONSE.

STEP 3

- ONCE THE CASE FILE IS ALLOCATED TO THE MEDIATOR AT A VENUE, THEY SHALL MANAGE THE PROCESS GOING FORWARD.
- IF THE MATTER IS NOT FINALIZED ON THE DAY AT THE VENUE, THE MEDIATOR SHALL DECIDE, IN COLABORATION WITH THE PARTIES AND THE ADMIN TEAM, ON WHERE, HOW AND WHEN THEY WILL CONTINUE WITH THEIR EFFORTS IN RESOLVING THE DISPUTE. THE NEXT DATE OF HEARING NEED NOT TAKE PLACE AT THE SAME VENUE.
- IF THE PARTIES WITH THE ASSISTANCE OF THE MEDIATOR RESOLVES THE DISPUTE THE MEDIATOR WILL DRAFT AND ENSURE THAT THE PARTIES SIGN A SETTLEMENT AGREEMENT. ONCE SIGNED THE MEDIATOR SHALL ISSUE A NOTICE OF OUTCOME AND ATTACH THE SETTLEMENT AGREEMENT.
- IF THE PARTIES ARE UNABLE TO RESOLVE THE DISPUTE THE MEDIATOR SHALL DRAFT AND ISSUE A NOTICE OF OUTCOME INDICATING THAT SAID DISPUTE COULD NOT BE RESOLVED.
- IF UNRESOLVED THE MEDIATOR WILL PROVIDE THE PARTIES WITH THE NECESSARY ADVICE AS TO THE WAY FORWARD.
- ONCE THE NOTICE OF OUTCOME IS ISSUED BY THE MEDIATOR THE ADMIN TEAM WILL THE PROCEED TO CLOSE THE CASE FILE.