**ARBITRATION PROCEDURE PROCESS**

1. **Complainant submits arbitration request**
   - Ombudsman services are offered – voluntary process and both parties must agree to use it
   - Mediation services are offered – voluntary process and both parties must agree to use it
   - Complainant files written arbitration request

2. **Ombudsman process is successful**
   - Mediation services are accepted
   - Mediation is successful and agreement is reached

3. **Request is forwarded for hearing**
   - Arbitration was classified as MANDATORY
   - No previous mediation attempts
   - Parties must attempt mediation
   - Mediation was previously unsuccessful
   - Mediation unsuccessful

4. **Both parties agree to voluntary arbitration**
   - Professional Standards Committee Panel Hearing**
     **Any party may appeal for procedural deficiencies
   - Arbitration was classified as VOLUNTARY

5. **One party doesn’t agree to voluntary arbitration**
   - Request is dismissed
   - Request is forwarded for hearing*
   - *Any party may appeal dismissal or classification as mandatory or voluntary

6. **THE MATTER IS CLOSED**
   - Parties must attempt mediation
   - Professional Standards Committee Panel Hearing**
     **Any party may appeal for procedural deficiencies
   - Arbitration was classified as MANDATORY
   - No previous mediation attempts
   - Parties must attempt mediation
   - Mediation was previously unsuccessful
   - Mediation unsuccessful

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