

DISPUTE SETTLEMENT CENTRE — BBB**ELLEN WRIGHT***

Since 1954, the Better Business Bureau has helped consumers and businesses throughout Southern Alberta to settle disputes. In November 1992, we took a major step by setting up a separate entity called the Dispute Settlement Centre — BBB.

At the Dispute Settlement Centre we offer mediation and arbitration services with the aid of highly trained volunteers.

The Dispute Settlement Centre has an alliance with the Provincial Court — Civil Division, in which we are able to access all court claims and offer mediation services as an alternative at no charge. When both parties agree to participate in mediation, and the matter is successfully resolved, the claims are withdrawn from court. If a resolution is not reached the hearing date stands. When disputes are not the result of a claim in the courts, fees start at \$50.00 per party, and may be arranged within days of receiving written agreement from both parties.

Arbitrations with the Dispute Settlement Centre — BBB are heard by a three person panel (in some cases a single arbitrator), who upon completion of the arbitration, renders an award which is final and binds both parties. This award may be filed in court and can be enforced as if it were a court judgement. The arbitrator(s) are selected jointly by both parties, on the basis of specific skills or knowledge, from a short list provided by the Centre. Parties may be represented by counsel, although it is not necessary. The fees for arbitration begin at \$150.00 per party per day (dependent upon the dollar amount in dispute and the complexity of the case) and may be arranged within six weeks of receiving written agreement from both parties.

Mediations and arbitrations take place at:

Dispute Settlement Centre — BBB
#350, 7330 Fisher Street SE
Calgary, Alberta
T2H 2H8
(403) 531-8788

on a weekday between 8:00 am — 4:30 pm or evenings, by appointment.

* Dispute Settlement Centre, Better Business Bureau, Calgary.

The Centre will not handle the following types of disputes:

- Family law cases;
- Disputes involving violence or threats of violence;
- Disputes over mineral rights or royalties;
- Criminal cases;
- Personal injury cases.