SPORT
DISPUTE MANAGEMENT

WHAT IS MEDIATION?

A COLLABERATIVE APPROACH TO RESOLVING COMPLAINTS

THE MEDIATOR

- Does not provide legal advice
- Does not advocate for any party
- Facilitates discussion and understanding

BENEFITS OF MEDIATION

Greater control:
Parties shape their own resolution rather than having one imposed by an adjudicator

Collaborative approach:
Encourages communication and mutual understanding

Flexible solutions:
Outcomes can be creative and tailored

Efficient process:
Often resolves issues more quickly than formal adjudication

WHAT IS MEDIATION?

Mediation is a voluntary and confidential process where a neutral third-party mediator helps parties communicate and work toward a mutually agreed resolution.

WHAT TO EXPECT

A structured but informal process led by a neutral mediator

Opportunities to speak openly and safely

A focus on negotiation and resolution, not blame

If no agreement is reached, the complaint process resumes under the adjudication process

ANONYMITY

Anonymous complainants can still participate and benefit from mediation

Mediators can use separate virtual rooms, allowing parties to engage safely and privately while maintaining anonymity where appropriate