

- 25.1 Complete the table with words from A and B opposite and related forms. Put a stress mark in front of the stressed syllable in each word. The first one has been done for you.

Verb	Noun – concept or object	Noun – person	Adjective
re'fer	re'ferral		
dispute			
resolve			
		contractor	

- 25.2 Complete the extract from a model ADR clause with words from the table above and A opposite. Pay attention to the grammatical context.

1. Dispute Resolution Procedure

1.1 General

1.1.1 All disputes between the (1) arising out of or relating to this Agreement shall be referred, by either (2), to the project board for resolution.

1.1.2 If any dispute cannot be (3) by the project board within a maximum of 114 days after it has been referred under Clause 1.1.1, that (4) shall be (5) to the [appropriate officer] of the [public sector client] and the [e.g. project manager] of the (6) for resolution.

1.1.3 Work and activity to be carried out under this (7) shall not cease or be delayed by this dispute (8) procedure.

- 25.3 Complete the extract from an email about online ADR using words from the table above and A and B opposite. Pay attention to the grammatical context.

Tom – there's been some client interest in online ADR. Settlement websites in the US are offering a mediation service on the basis of an agreed (1) by the parties. Some organisations are experimenting with chat rooms, creating virtual (2) rooms as a way of reducing the costs of resolving disputes. Each party communicates through the online (3) via email, who passes responses between the parties. Some websites offer a computer-assisted method for (4) disputes over claims. The software compares offers and counter offers, keeps offers confidential, and pronounces a (5) at the mid-point between the defendant's offer and the claimant's demand.

- 25.4 Are the following statements true or false? Find reasons for your answers in B opposite and the email above.

- Online mediation is a formal and binding process.
- The adjudicator passes email responses between parties online.
- Online mediation is commonly used to resolve construction disputes.
- The defendant and the claimant are independent third parties.

Over to you



What experience have you had of ADR? Is it supported in a jurisdiction you are familiar with? How? What are the advantages and disadvantages of online mediation?

For more information, look at the Office of Government Commerce at: www.ogc.gov.uk/ and the Centre for Effective Dispute Resolution at: www.cedr.co.uk/.