



NON-BINDING DISPUTE RESOLUTION SERVICES FOR BUSINESSES AND CONSUMERS

A SUITE OF SETTLEMENT OPTIONS

Non-Binding Arbitration and
Mediation Contract Clauses Guide

Non-Binding Arbitration Rules

Mediation Procedures

AAA[®]'S SUITE OF SETTLEMENT SERVICES

Mediation and non-binding arbitration are processes that offer parties opportunities to settle their disputes. Pursuing settlement helps clients to **reduce the total cost of conflict management in their organizations, provides flexibility and protects valuable relationships with partners and customers.**

The American Arbitration Association[®]'s (AAA) Non-Binding Dispute Resolution Services for Businesses and Consumers is a suite of settlement services and solutions that include:

- Mediation
- Non-Binding Arbitration
- Non-Binding Arbitration and Mediation Contract Clauses Guide

Mediation involves facilitated discussions that can help each party to see the other's points of view enabling acceptable offers to settle the matter to be considered. Non-binding arbitration, on the other hand, makes it possible for parties to screen or vet the merits of their case with an arbitrator in order to get an independent evaluation of the case. The arbitrator's award is advisory and non-binding.

An important element of the suite is access to AAA staff facilitators who stand ready to aid parties in selecting the settlement options most appropriate for their needs and the circumstances at hand. To reach a facilitator, simply select the "Contact Us" option below to send an email requesting information and assistance.

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Download Rules

Non-Binding Arbitration
Filing Fees

File a Non-Binding
Arbitration Case

Non-Binding Arbitration

Non-binding arbitration provides the procedural processes of arbitration but with an informal hearing on the dispute’s merits and without the finality of a binding decision.

Non-binding arbitration can be especially valuable for less complex business-to-business and business-to-consumer disputes where the parties may be too far apart in their viewpoints to mediate or in need of an evaluation of their respective positions.

The AAA has a panel of arbitrators ready to serve on non-binding business and consumer arbitrations. The panelists are distinguished by their level and breadth of experience in arbitration, the law and their industry knowledge, which ranges from technology, insurance, and consumer products to financial services, health-care and more. The panel of arbitrators also includes former federal and state judges and attorneys experienced in collections, personal injury, and handling general civil disputes.

The AAA Non-Binding Arbitration Rules for Consumer Disputes and Business Disputes provides parties with information on the procedures and fees associated with non-binding arbitration.

Download
Mediation Procedures

Mediation Fees

File a Mediation Case

Mediation

Mediation enables parties to arrive at a settlement solution of their own making with the assistance of a neutral facilitator. This process can be valuable when the parties are willing to be flexible in their positions, when time and other resources are precious and when parties seek to have greater control over the outcomes.

The AAA’s Mediation Procedures provides parties with guidelines for the mediation and contains information concerning fees.

Download
Contract Clauses

Non-Binding Arbitration and Mediation Contract Clauses

The AAA’s Guide to Drafting Contract Clauses for non-binding arbitration and mediation offers sample pre-dispute clauses for organizations looking to encourage mutual settlement of disputes between themselves and other entities or their clients.

Questions? Email us at settlementoptions@adr.org