

# Referring a Case to CEDR

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## Practical Advice for Users of Mediation

If you have a dispute which you think might be resolved by mediation or other form of assisted dispute resolution, please contact CEDR's dispute resolution service. Our team of experienced dispute resolution advisers is available to talk through your options and help you decide on the best course of action.

**If you have already decided to use mediation, it would be helpful if you have the following information to hand, in order for us to provide the best assistance:**

- A brief description of the nature of the dispute and the parties.
- The names of the parties involved and their legal representatives (for conflict checking purposes).
- The amount in dispute and/or non-monetary issues.
- An indication of any necessary timeframe and location for the mediation.
- Any requirements of the mediator, such as particular mediation experience or professional background.
- Any other relevant information, such as the personalities of the parties involved, and why you think the dispute has not settled.

When you refer a dispute to CEDR, we will assign a dedicated dispute resolution adviser to your case and provide suggestions of appropriate neutrals to both sides together with their biographies. Once a neutral has been agreed by both sides, a date and venue is arranged.

Your dispute resolution adviser will guide you through the preparation and will assist with any procedural or logistical difficulties.