

### **NA-006 Dispute Resolution Procedure:**

**Policy:** It is NANDTB policy to resolve disputes in a fair and timely manner, with determinations made which are founded in fact and objective evidence.

*Disputes:* The Board has developed a dispute resolution procedure for resolving any complaint made against the NANDTB. The Board guarantees to have the dispute discussed and a resolution concluded and passed to the complainant within 40 days of having received the complaint in writing.

Dispute resolution is administered by the Chairman, except where the complaint is made directly against that position. In such a case the Board will nominate an alternate person by consensus. Should the complainant be a person who is serving on the Board, that person shall be given every opportunity to present information supporting the complaint, but will then be excluded from Board's discussions.

The chairman (or alternate) will obtain all the relevant information. The complainant will be contacted first to ensure that the complaint is clear and understood to the Board. He will then present this information to the Board for discussion and development of a response. Electronic distribution of the material may be substituted for a meeting and discussion between members may be by email or telephone. The Chairman (or alternate) may if needed, contact any person for information throughout the discussion process, and will co-ordinate all responses.

The object of the discussion is to flesh out the root causes of the complaint and to fairly assess the information gathered. The response to the complainant and corrective action, if any, must be agreed by a simple majority of the Board members. Every effort will be made to accommodate the views and opinions of the complainant.

A person may appeal the Board's decision only on the presentation of new information relevant to the matter not previously considered.