



Quick Guide: What Happens After a Request to Mediate is Submitted?

Step 1: We review the request. If we have questions or need more information, we will contact the Initiating Party.

Step 2: We contact the Responding Party. The Responding Party will have 7 business days to respond. The Initiating Party will receive a copy of the notice by email for their records.

If the Responding Party does not respond: We will send a Final Notice to Respond to Request to Mediate. The Responding Party will then have 5 business days to respond. If there is no response, we will send a Notice of Non-Response to both parties. This notice confirms that mediation was requested, and the Responding Party did not respond. The parties may wish to seek legal counsel regarding available options to resolve the dispute.

Step 3: The parties review mediator profiles. If the Responding Party agrees to mediate, we will send both parties 5 randomly proposed mediator profiles. Each party will review the profiles and rank the mediators in order of preference. If you prefer a local mediator or a mediator with specific experience, email mediation@car.org.

Step 4: A mediator is assigned. We compare both parties' rankings and assign the mediator who is the best match based on both lists. The mediator will then complete a conflict check, which may take several business days. If they cannot accept the matter, we will let the parties know and assign a new mediator.

After the mediator accepts: The mediator will generally contact all parties within several business days of accepting the matter about paying the deposit, scheduling the mediation, and providing information about the dispute.

What you should do now:

- Watch your email for notices from mediation@car.org or the mediator.
- Respond promptly to any deadlines provided.
- Review mediator profiles carefully.
- Contact us at mediation@car.org if you have questions.

We can explain the mediation process but cannot provide legal advice or tell you what decision to make about your dispute.

If both parties have pre-agreed on a mediator before submitting the Request to Mediate, we will skip Step 2 and Step 3.