

MEDIATOR COMPLAINT REVIEW PROCESS

I. SUBMISSION OF COMPLAINTS

All complaints regarding mediators must be submitted in writing to the Advisory Committee on Mediator Standards (Committee) specifying the conduct about which the person is complaining. Complaints concerning fee disputes will not be reviewed by the Committee. Complaints should be sent to:

Manager, CDR Programs
Administrative Office of the Courts
Programs and Procedures Division
Hughes Justice Complex
P.O. Box 988
Trenton, NJ 08625

II. REGISTRY OF COMPLAINTS

The Manager of Complementary Dispute Resolution (CDR) Programs for the Administrative Office of the Courts (Manager), as staff to the Committee, shall maintain a registry of all complaints filed against a mediator.

III. INFORMAL RESOLUTION

The Manager shall acknowledge receipt of the complaint in writing to the complaining party, provide notice of the complaint to the mediator and provide a copy of the complaint to the Chair and members of the Committee. After review by the Committee, the Manager or a member of the Committee will seek to resolve the complaint informally unless the Committee determines otherwise.

IV. COMMITTEE REVIEW

If the Manager or Committee member is unable to resolve the complaint informally, the Committee shall determine the appropriate course of action to be taken, which may include the following:

- A. That the complaint does not warrant further action.
- B. That the mediator be provided with a copy of the complaint with a request for a written response and advised that a copy of the response will be provided to the complaining party.

- C. That upon review of the mediator's response, the Committee may request additional information from the complainant, the mediator or other party(ies).
- D. That upon review of the papers, no further action shall be taken or that action should be taken against the mediator.

V. REMEDIAL ACTIONS

Upon completion of its investigation, the Committee may require, as a condition of remaining on the roster, that the mediator take such action as it deems appropriate, including but not limited to the following:

- Attending additional training; observing other mediators; or being mentored by other mediators currently on the roster.
- The Committee may determine that the mediator should not conduct any mediation until the completion of the required remedial actions.
- The Committee may determine that the mediator should be removed from the roster or terminated from providing mediation services for the courts.

VI. APPEAL

The mediator may appeal a Committee decision to be removed from the roster, or be prohibited from providing mediation services for the courts to the Assignment Judge in the Vicinage where the grievance originated within thirty (30) days of receiving notice of such a decision. A copy of the appeal shall be provided to the Manager. The Assignment Judge, or designee, shall appoint an ad hoc panel of two mediators currently on the roster, at least one of which shall be an attorney who shall serve as the Committee's Chair to hear the appeal. The determination of the panel shall be final, with notice of its decision being provided to the Assignment Judge and a copy being provided to the Manager.