

## BEST PRACTICE DISPUTE RESOLUTION STANDARDS

STANDARDS	DESCRIPTIONS
<p style="text-align: center;"><b>Standard 1</b> Consistent with Te Tiriti o Waitangi/Treaty of Waitangi</p>	<p>Dispute resolution schemes demonstrate a commitment to Te Tiriti o Waitangi/Treaty of Waitangi and the Treaty principles (including partnership, active protection and participation). Schemes design and deliver Māori culturally responsive dispute resolution for all Māori users. This includes recognition of Te Ao Māori and use of tikanga and te reo Māori in the design, resourcing and delivery of dispute resolution processes.</p>
<p style="text-align: center;"><b>Standard 2</b> Accessible to all potential users</p>	<p>Dispute resolution services are accessible, visible and affordable for all people who may need to use them. Dispute resolution schemes proactively identify and respond to the diverse needs of people, whānau and communities.</p>
<p style="text-align: center;"><b>Standard 3</b> Impartial</p>	<p>Dispute resolution schemes are impartial. Appropriate actions are taken to maintain impartiality and mitigate the impacts where impartiality could be compromised or where there is a perceived lack of impartiality.</p>
<p style="text-align: center;"><b>Standard 4</b> Independent</p>	<p>Dispute resolution schemes are independent. Appropriate actions are taken to maintain independence and mitigate the impacts where independence could be compromised or where there is a perceived lack of independence.</p>
<p style="text-align: center;"><b>Standard 5</b> Information about parties and disputes is used appropriately</p>	<p>Where confidentiality applies, any exceptions are clearly communicated to all parties and participants in the dispute resolution process. Subject to relevant privacy and confidentiality rules, schemes can collect and gather information about dispute resolution processes and outcomes to support transparency, accountability and system improvement.</p>
<p style="text-align: center;"><b>Standard 6</b> Timely</p>	<p>Dispute resolution processes are provided as quickly and efficiently as possible given the nature of the disputes and the processes used. Timely resolution does not compromise the quality of decision-making or dispute resolution processes.</p>
<p style="text-align: center;"><b>Standard 7</b> Promote early resolution and support prevention</p>	<p>Dispute resolution schemes promote the resolution of disputes at the earliest opportunity or at the lowest level. Dispute resolution schemes support the prevention of future disputes through information, education and the distribution of actionable insights to appropriate organisations, agencies and/or regulators.</p>
<p style="text-align: center;"><b>Standard 8</b> Properly resourced to carry out the service</p>	<p>Dispute resolution schemes have the appropriate funding, skills and capabilities needed to deliver dispute resolution services that are accessible, culturally responsive, timely and effective.</p>
<p style="text-align: center;"><b>Standard 9</b> Accountable through monitoring and data stewardship</p>	<p>Dispute resolution schemes collect data and information that can be used to analyse the effectiveness of services and improve performance of both dispute resolution schemes and the regulatory systems in which they operate.</p>