# Appendix 2: Conciliation

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| **Step** | **Action** | **Time-frame** | |
| ***Time-Sensitive*** | ***Non-Time Sensitive*** |
| 1 | 1. The Complainant must give notice in writing (including by email) to the Respondent (with a copy to the Secretariat) of the Dispute, specifying that the parties shall use the procedures contained in this Appendix 2 to resolve the Dispute (**Notice of Dispute**). 2. The Notice of Dispute must specify:    1. the nature of the Dispute with reasonable particulars;    2. the desired outcome of the Complainant; and    3. reasoning as to why that outcome is just. 3. The Secretariat may liaise with the parties, individually or together, in order to facilitate an early resolution of the dispute. | As soon as practicable | |
| 2 | 1. The Respondent must give notice in writing (including by email) to:    1. the Complainant; and    2. the Secretariat,   specifying:   1. whether or not the Complainant’s desired outcome is agreed; and    1. if the desired outcome is not agreed:       1. providing reasoning as to why the Complainant’s claim is not just; and       2. offering an alternative resolution (in the case where the Respondent wishes to offer another outcome). 2. The Secretariat may liaise with the parties, individually or together, in order to facilitate an early resolution of the dispute. | Within 5 business days of receiving the Notice of Dispute | |
| 3 | If the parties have not resolved the Dispute, the Secretariat will, upon application of either party (after consulting with the parties):   1. appoint an independent Conciliator from the list on AGW’s code website; and 2. select a Conciliation Body to administer the conciliation from the list on AGW’s code website. | Within 3 business days from application of either party | |
| 4 | 1. The Conciliator will determine the time and date for the conciliation. 2. The conciliation will be conducted under the administration of the selected Conciliation Body, in accordance with the conciliation rules of that body (as amended by the parties). | Within 3 business days of the matter being referred to conciliation under Step 3, or within such other time-frame as the parties and the Conciliator agree. | |
| 5 | The parties shall endeavour to resolve the Dispute with the assistance of the Conciliator, in accordance with the conciliation rules. | Within the time-frame determined under Step 4. | |

