**WHAT IS THE PROCESS IN A MEDIATION**

The option of arbitration may be resorted to where the parties have inserted an arbitration clause in the agreement in dispute between them. In some other cases, statutes may prescribe arbitration as a mode of resolving certain disputes. Parties may also opt for arbitration even where there was no clause in their initial agreement to that effect or statute prescribing it. The courts may also refer parties to ADR.

The arbitration process usually commences with the declaration of dispute stage. It is a notification by one party to the other of the existence of a dispute and the attendant option of arbitration.

Arbitrators are then appointed by either the parties, the existing arbitrators, an institution or by the Court. There could be more than one appointed arbitrator. For the case of Citizens Right Department there are trained mediators able to resolve all conflicting issues between whichever party involved

The arbitrators and the parties to the dispute may meet to discuss certain processes that may be required for the proceedings.

The parties then present their respective cases in the form of a claim and defence.

The hearing of the parties by the Mediator (s) follows.

Finally, the arbitral tribunal makes an award after the hearing of the case. The award is basically the decision of the arbitral tribunal after the hearing of the case.