



Case Administration Service Charter

Who we are and what we do as an administrator of arbitrations or mediations

The American Arbitration Association® is a not-for-profit administrator of out-of-court dispute resolution procedures—arbitration and mediation. The AAA-ICDR® arbitration and mediation rules and procedures are written into millions of contracts in the US and worldwide. The arbitrators on AAA-ICDR cases are not employees or contractors of the AAA-ICDR. The staff of the AAA-ICDR do not serve as arbitrators but as administrators of the rules for arbitration cases and for mediations. The AAA-ICDR staff do not make the substantive decision on the merits of a case.

Our role is to help the parties and the arbitrators or mediators resolve cases either through settlement or an arbitration award.

We do this by working with the parties from the filing of the case to its conclusion, in exchange for fees charged for the AAA-ICDR's administrative services.

What is not covered by this Service Charter

This charter deals with the quality of administrative services AAA-ICDR staff provide the parties on cases. An arbitration is an adversary proceeding and there will be contested aspects of a case not covered by this charter, including decisions by the arbitrator, the conduct of the parties and/or counsel, witnesses or experts. Under our arbitration rules, these issues are to be resolved by the parties themselves and/or the arbitrators. Some case disputes may end up in court if a party seeks to overturn or enforce an arbitrator's decision. The AAA® does not overturn or enforce arbitrator decisions during the process or after the award. Federal and state statutes govern the confirmation or vacatur of arbitration awards.

Our Values are
**Integrity,
Conflict
Management,
Service,
Diversity
& Inclusion.**

Our Service Standards for AAA-ICDR Case Administration



Accessibility and Responsiveness

We will be available by telephone or by email during business hours in the various time zones of our 27 locations. We will provide extensive online case management technology 24/7. We will have useful content on our websites for parties, arbitrators and the public. We will return or respond to telephone calls, emails, faxes or letters within 24 hours; if we do not have a complete answer to a problem in that time period, we will still respond and let the parties know the progress being made.



Accountability

We have high standards for case administration and we audit our administrative performance on cases and our technology regularly.



Expertise

Staff assigned to manage cases will be experienced and knowledgeable and will have access to resources and other, senior-level experts within the AAA-ICDR to make sure they are able to do an excellent job on any case.



Feedback

AAA-ICDR continuously solicits feedback on our administration, on our arbitrators and mediators, on our technology and on our office facilities and hearing rooms when applicable. We survey counsel or parties on each closed case; management reviews this feedback and follows up on problems.



Impartiality

Our staff is disinterested in the merits of the cases filed with the Association and we are committed to assisting all parties in the same professional and competent way.



Privacy and Security of Information

AAA-ICDR has implemented best practices, policies, technologies and procedures to protect case data stored and managed on the AAA's technology infrastructure and in our offices.



Process for Escalation

Parties or counsel may request escalation of a case problem when necessary; names of supervisors are included in the AAA letters issued throughout an actual case.