

LANEX LANGUAGE EXCHANGE

Dispute Resolution Policy

Background

A dispute resolution policy outlines the steps and procedures for resolving disputes within **LANEX LANGUAGE EXCHANGE**. It promotes fairness, efficiency, and clear communication.

1. Purpose and Scope

- a. This policy outlines the process for resolving disputes that may arise within **LANEX LANGUAGE EXCHANGE**
- b. The policy applies to all employees, contractors, clients, and stakeholders of the company.

2. Dispute Resolution Process

- a. **Step 1:** Informal Resolution - Parties involved in a dispute should attempt informal resolution through open communication and active listening. - If resolution is not achieved, the parties proceed to
- b. **Step 2.** Internal Mediation - Either party can initiate internal mediation by notifying [Appropriate Department/Person]. - A neutral third party will facilitate the mediation process to help the parties reach a mutually agreeable solution. - Mediation is voluntary, confidential, and designed to promote understanding and compromise. - If mediation is unsuccessful, the parties proceed to

- c. **Step 3.** Arbitration - If resolution is not reached through mediation, either party may request arbitration. - The arbitration process will be conducted by an impartial arbitrator agreed upon by both parties. – The decision of the arbitrator will be final and binding.
3. **Timelines** - Each step of the dispute resolution process should be completed within a reasonable timeframe, as determined by the nature and complexity of the dispute.
4. **Confidentiality** - All discussions, documents, and information related to the dispute resolution process will be treated as confidential and will not be disclosed to any third parties except as required by law.
5. **Appeals** - If a party wishes to appeal an arbitration decision, they may do so by following the appeals process outlined in the arbitration agreement.
6. **External Remedies** - Parties may seek external remedies, such as legal action, if internal dispute resolution processes fail to resolve the dispute.
7. **Review and Update** - This policy will be reviewed periodically to ensure its effectiveness and compliance with legal requirements. Any necessary updates will be made accordingly.