



ARBITRATION

Below are general instructions for filing a request for arbitration.

1. Requests and replies must be typewritten.
2. Requests will be referred to Albert M. Suguitan, President and Chief Operating Officer, and will then be forwarded to the chairperson of the Grievance Committee. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to the President and Chief Operating Officer to arrange a hearing. If the Grievance Committee finds the matter to not constitute a proper cause of action, it will be returned to the complainant with the decision of the Grievance Committee and information advising the complainant of the procedures by which the Grievance Committee's decision may be appealed to the Board of Directors.
3. If there is to be a hearing, the respondent will have 15 days after receiving the "Notice to Respondent" form to mail or file a reply. A copy of the reply will be sent to the complainant, the Chairman of the Board of Directors, and the Professional Standards Committee Chairperson. All parties will be notified of the date and location of the hearing at least 21 days in advance.
4. If no reply is received from the respondent within 15 days after receiving the "Notice to Respondent" form, the date, time, and location of the hearing will be set.
5. Counsel may represent all parties, provided that notice of intention to be represented is transmitted to all other parties and to the Hearing Panel at least 15 days prior to the hearing. Failure to provide timely notice may result in a continuance of the hearing.
6. It is the responsibility of each party to arrange for his witnesses to be present at the hearing.
7. Either party may file a written request for disqualification of any potential member of the Hearing Panel with the President and Chief Operating Officer within ten days from the date the names of the members of the Professional Standards Committee are mailed to the parties. Additional information will be provided for challenges prior to the selection of the Hearing Panel.
8. No hearing will be held in the absence of a complainant. An arbitration hearing may proceed in the absence of a respondent.

Please contact GGAR at 618-692-8300 for further assistance.