

**201901 DR 509 A01 (20830)**

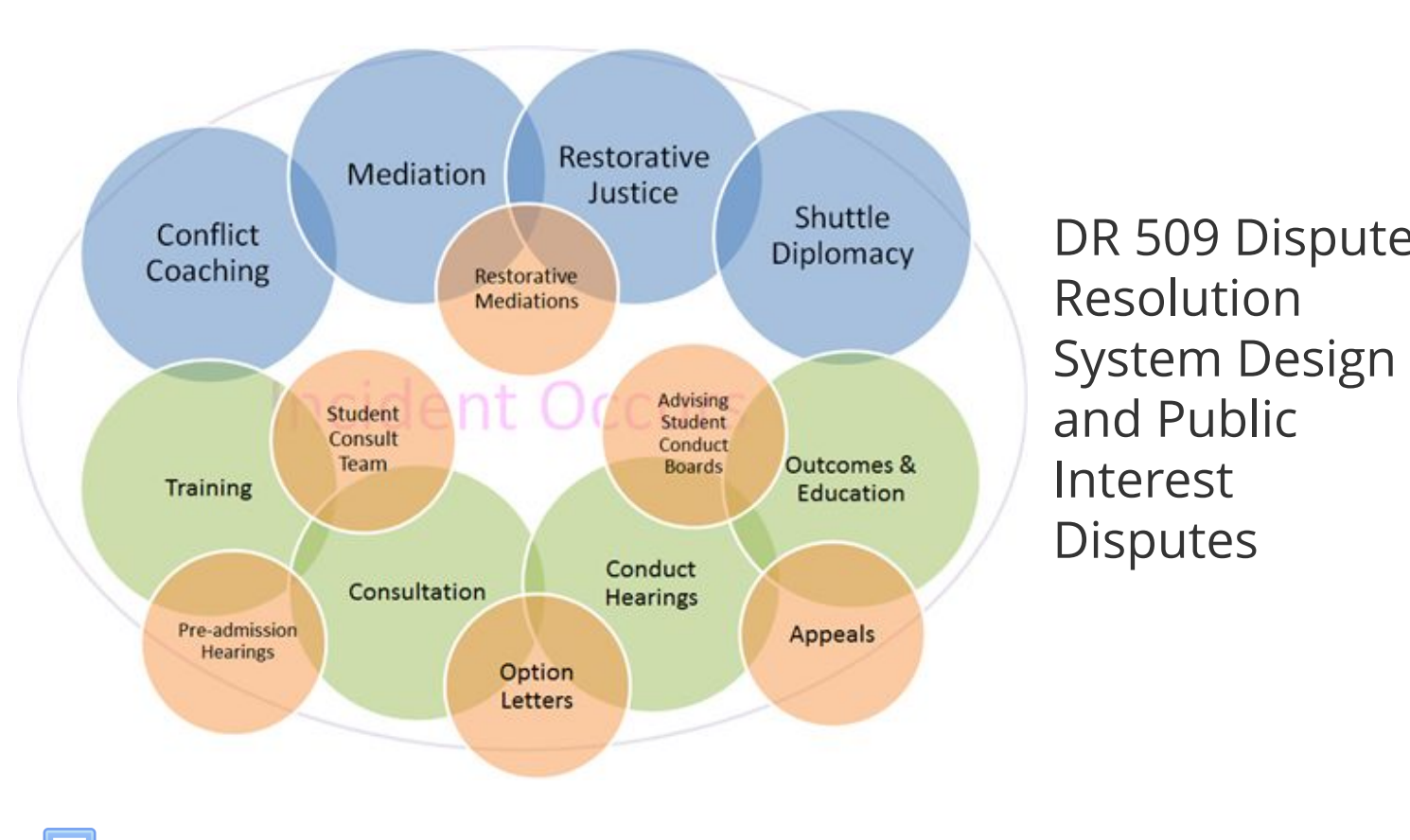
- Participants
- Badges
- Grades
- General
- Topic 1: Reflections on Self and Understanding complainant behaviour
- Topic 2: Conflict resolution systems in work place settings
- Topic 3: Structures & Systems: Definition, expansions, and applications
- Topic 4: Organizational Justice
- Topic 5: Program Theory and Design
- Topic 6: Program Theory and Design Part II
- Topic 7: Human-Centered Design
- Topics 8: Out of Court Settlement of Consumer Disputes in the European Union
- Topic 9: Widening Consumer Access the Alternative Dispute Resolution Mechanisms
- Topic 10: Resolving Disputes on the European Online Dispute Resolution Platform (ODR)
- Topic 11: Human Centered Design Continued
- Topic 12: Team Presentations and Wrap Up
- 1 April - 7 April
- 8 April - 14 April
- 15 April - 21 April
- 22 April - 28 April

**Dashboard**

- Site home
- Calendar
- My courses
- MPA and MACD Orientation and Resources
- Orientation for MPA On Campus (Co-op/Thesis) students - 2019
- PADM SPA Governing Community Committee Resource
- PADR 505 2020
- Template: CD 510 Master
- Template: CD 525 Master
- 201805 CD 525 A01 (31411)

# 201901 DR 509 A01 (20830)

Dashboard / Courses / 201901 DR 509 A01 (20830)



## DR 509 Dispute Resolution System Design and Public Interest Disputes

**Announcements**

**Course and Assignment Information**

- Course Syllabus
- Course Schedule

This module has been prepared to help make your online educational experience as positive and productive as possible. It contains:

- contact information
- detailed assignment information
- course and university policies

**Instructor Announcements**

**Questions for Your Instructor**

**Student Lounge**

**Assignment 2 - DSD Memo**

**Assignment 3: Comparative Analysis EU ODR Directive**

### Topic 1: Reflections on Self and Understanding complainant behaviour

- Topic 1 Content
- Post Activity 1
- Topic 1 Slides (7.7MB PDF document)

### Topic 2: Conflict resolution systems in work place settings

- Topic 2 Content
- Post Activity 2
- Topic 2 Notes (4MB PDF document)

### Topic 3: Structures & Systems: Definition, expansions, and applications

- Post Activity 3
- Topic 3 Content
- Topic 3 Slides (4.9MB PDF document)

### Topic 4: Organizational Justice

- Topic 4 Content
- Post Activity 4
- Topic 4 Slides (5MB PDF document)
- DND/CF DR Presentation June 2017 (286.1KB PDF document)
- Nabatchi et al 6 factor model (339.1KB PDF document)

### Topic 5: Program Theory and Design

- Post Activity 5
- Topic 5 Content
- Investigation & Standards Office (6.1MB PDF document)
- Topic 5 Program Theory (5.2MB PDF document)

### Topic 6: Program Theory and Design Part II

- Post Activity 6
- Topic 6 Content
- Topic 6 Seminar Notes (3.8MB PDF document)
- Office of Police Complaints Commissioner (4.6MB PDF document)
- BC PSA Conflict Management Office (609.1KB Powerpoint 2007 presentation)

### Topic 7: Human-Centered Design

- Ombudsperson References
- Human Centered Design References
- BC Justice System Reform (1.2MB PDF document)
- UVic Ombudsperson (4.1MB PDF document)
- Topic 6 Dispute System Design Review (2.1MB PDF document)
- Post Activity 7

### Topics 8: Out of Court Settlement of Consumer Disputes in the European Union

**Guest Speaker:** Dr. Emmanuel Brunet-Jailly, Jean Monnet Chair

Is an introduction to designing, assembling and implementing systems to prevent, manage and/or resolve a series or stream of disputes arising out of a single organization and/or relationships. Examines models of conflict intervention and the design process. Introduces the theory and practice of negotiating public-interest issues and managing stakeholder conflicts

Three units of this course will use the recent European experiences to illustrate innovative mechanisms of dispute resolutions:  
[http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/adr-odr/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/adr-odr/index_en.htm)

Specifically those three units of the course will focus on the European Union Directive 2008/52/EC on aspects of mediation in civil and commercial matters

Complaint systems in the EU and North America have different histories. Students will learn about the EU development of DR and through a cluster of articles on dispute system design in both regions, discussions and projects will explore the diversity both in the EU and in North America.

Course work will focus on 1) learning about the EU DR system in comparative perspective, and critically analysing strengths and weaknesses of DR systems. This means that you will need to articulate your earlier understandings and critiques of DSD in the different jurisdiction.

- EU DR lecture #0 - WATCH - What is the European Union?
- EU DR Lecture #1 - WATCH - Out of court settlement on consumer disputes in the European Union
- Study on use of ADR in EU (4.6MB PDF document)
- EU Commission Working Paper Impact Assessment ADR Directive (910.3KB PDF document)

### Topic 9: Widening Consumer Access the Alternative Dispute Resolution Mechanisms

**Guest Speaker:** Dr. Emmanuel Brunet-Jailly, Jean Monnet Chair

Review of national bodies offering ADR procedures including binding quality: In this unit we will review and discuss the EU directive, the EU proposed and implemented policy, including DR platform, and reviews and critiques of the EU policy.

- EU DR Lecture #2 - WATCH - Widening Consumer Access to an Alternative Dispute Resolution Mechanisms

### Topic 10: Resolving Disputes on the European Online Dispute Resolution Platform (ODR)

**Guest Speaker:** Dr. Emmanuel Brunet-Jailly, Jean Monnet Chair

Including a review of the ODR directive and regulation on consumer; In this unit we will review and discuss critically the EU rationale for online dispute resolution and widening of dispute resolution mechanisms.

- EU DR Lecture #3 - Resolving Disputes on the European Online Dispute Resolution Platform (ODR)
- READ: Impact assessment: Proposal for a Directive of the European Parliament and the Council on Alternative Dispute Resolution for consumer disputes and proposal ... on Online Dispute Resolution for consumer disputes:
- READ: Citizen's summary - ADR and ODR:
- READ: George, M., Graham, C. and Lennard, L., 2007. Complaint handling: principles and best practice - Report for energywatch
- READ: Principles applicable to the bodies for out of court settlement of consumer disputes
- READ POWER POINT DECK - UNIT 8, 9 & 10 - 125 slides in all (5.5MB Powerpoint 2007 presentation)
- Post Activity - UNIT 8, 9 and 10

**Hidden from students**

### Topic 11. Human Centered Design Continued

- BC Ombudsperson Report (8.2MB PDF document)
- BC Ombudsperson Presentation Slides (3.3MB PDF document)
- Post Activity 8

### Topic 12. Team Presentations and Wrap Up

- Course Schedule
- Team rubric - individual (11.5KB Excel 2007 spreadsheet)
- Team rubric - team level (11.4KB Excel 2007 spreadsheet)
- Feedback for Team Presentation (68.4KB Word 2007 document)

#### 1 April - 7 April

**Hidden from students**

#### 8 April - 14 April

**Hidden from students**

#### 15 April - 21 April

**Hidden from students**

#### 22 April - 28 April

**Hidden from students**

**University of Victoria**  
Public Administration  
[Online Help](#) [Contact Info](#)

**Technical Support**  
coursespaces@uvic.ca  
uvic.ca/tit

**Copyright Notice**

This material is made solely for the use by a student, staff member, faculty member or library patron for research, private study, review, criticism or new reporting. Any other use may be an infringement of copyright if done without securing the permission of the copyright owner.

**Please visit**  
[uvic.ca/covid19](http://uvic.ca/covid19)  
for the most up-to-date information about COVID-19.

**My courses**

- 2017 MPA and MACD Orientation
- ADMN 600 Phd Seminar
- MPA and MACD Orientation and Resources
- Orientation for MPA On Campus (Co-op/Thesis) students - 2019
- PADM SPA Governing Community Committee Resource
- PADR 505 2020
- Template: CD 510 Master
- Template: CD 525 Master
- UVic Cyber Aware Contest 2019
- 201609 EUS 490 A01 (11680)
- 201805 CD 525 A01 (31411)
- 201809 ADMN 470 A01 (10012)
- 201809 ADMN 504 A02 (10015)
- 201809 EUS 490 A01 (13832)
- 201901 ADMN 470 / DR 509 X
- 201901 DR 509 A01 (20830)
- 201905 CD 525 A01 (30069)
- 201909 ADMN 470 A01 (13936)
- 201909 ADMN 504 A02 (10010)
- 201909 DR 509 A01 (13792)
- 202005 CD 531 A01 (30076)
- 202005 PADR 505 A01 (31564)
- MPA On Campus 2018 Student Orientation
- Template: ADMN 509 Master
- Template: CD 531 2020

**All courses ...**

**Search forums**

**Advanced search**

**Latest announcements**

**Add a new topic...**  
(No announcements have been posted yet.)

**Upcoming events**

There are no upcoming events  
[Go to calendar...](#)