



Civil Rights Directorate

Alternative Dispute Resolution (ADR): Frequently Asked Questions

Q: What is ADR?

A: Alternative Dispute Resolution (ADR) is a process in which a third party neutral assists parties in reaching a resolution through the use of various techniques.

Q: What is the most common ADR Method used by Coast Guard?

A: Mediation is the most common ADR method used by Coast Guard. Mediation involves a neutral third party who has no decision making authority.

Q: What is the purpose of ADR?

A: ADR provides an opportunity for the individuals to discuss their issues directly with each other and to explore mutually satisfactory ways to resolve the issues.

Q: What are the benefits of ADR?

A: Some benefits of ADR are:

- Enhances communication between parties
- Allows for resolution to be reached with terms both parties can agree upon
- Changes the attitudes of the parties involved
- Improve the trust of the parties involved
- Saves time versus traditional litigation of disputes, which can often take two or more years
- Saves taxpayers dollars versus traditional litigation of disputes, which may involve attorney fees

Q: What does the ADR Process entail?

A: The ADR Process includes the following:

1. A request for ADR by the aggrieved party.
2. An ADR suitability determination by the Civil Rights Directorate Staff.
3. A Representative from the Command with decision-making authority.
4. An ADR Facilitator.
5. A forum conducive for ADR discussions.
6. The possibility of Resolution and a settlement agreement.

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7. The timely coordination and execution of settlement terms by the responsible parties.
8. Conclusion of proceedings.
9. Monitoring compliance.

Q: What is an ADR Facilitator?

A: An ADR Facilitator is a neutral party, who is not an advocate for the either party nor do they render any decisions. They facilitate communication between parties, help each side gain a clearer perspective of the situation, and assist the parties in developing mutually satisfactory options for resolving the issues. In mediation, the Facilitator would be the mediator.

Q: Who are ADR facilitators?

A: CRSPS serve as facilitators. Additionally, trained agency personnel outside of CRD or individuals from external sources may also serve as facilitators.

Q: Is ADR Confidential?

A: Yes. There are no written records or notes maintained except for a settlement agreement if a resolution is achieved. The agreement contains terms that both parties are privy to but are not available to those who do not have a need to know.

Q: When can ADR be used?

A: ADR can be requested at any stage of the complaint process.

Q: Who to contact to find out more about ADR?

A: Contact your servicing Civil Rights Service Provider (CRSP) for more information about ADR. For a list of CRSPs in your geographical location, please visit www.uscg.mil/hq/cg00/cg00h/ or contact 1-888-992-7387 or TTY 202-372-4523.