

## Crossroads Dispute Settlement Procedures

*The co-op's rules include a set method of dispute settlement, which can be used between the co-op and a member (including ex-members of less than 6 months) or between two members on co-operative matters.*

1. Neither party may commence court or arbitration proceedings unless these procedures have been used first, except for urgent interlocutory relief.
2. A party claiming that a dispute has arisen must give written notice to the other party, specifying the nature of the dispute.
3. The parties must endeavour to resolve the dispute promptly, using the Law Society Mediation Model (<http://www.lawsocnsw.asn.au>).
4. If the matter is not resolved within 7 days, or longer period agreed in writing between the parties, the dispute shall be settled by arbitration in accordance with the Commercial Arbitration Act 1984.

*Refer to the full Rules of the Co-operative for more detail if required.*