



## 2021 Spring Workshop Series

### ***Should We Develop an ADR Program for Regulatory Complaints? If So, How?***

***May 27<sup>th</sup>, 2021, 1:00-2:30 p.m. ET***

Last November at the CNAR 2020 Conference, a Pecha Kucha session entitled, "The Great 6 Minute Debate tackled this question: should regulators use ADR to resolve complaints? Now, we won't say who won or lost; however, one thing is for certain: it raised many questions in people's minds about ADR and how it might - or might not - work for their organization.

***What you will learn:*** Speaker **Dean Benard**, President of Benard + Associates, will host this 90-minute session, which is designed to raise questions and provide some answers about the usefulness of ADR in regulation and how to develop a process that will work. Attendees will have the opportunity to hear case scenarios and participate in polls that examine if ADR is right or wrong in each case. This will be based on several criteria that consider public protection, complainant satisfaction, registrant satisfaction, potential for learning or remediation, and procedural fairness.

The speaker will provide key factors that ensure an ADR program is set up properly, is respectful of legislation, and will be seen to be a viable and welcome alternative to the standard investigation process.