



Conflict of interest policy

ADR Point is an official provider of dispute resolution services as well as training, assessment and certification services. Its presence spreads in three continents and in most European countries. ADR Point is associated with international partners, resolution centres and ADR providers around the world and constitutes the biggest private centre of online dispute resolution in Greece and one of the first in Europe. It is an ADR notified entity to the European Commission.

Conflict of interest occurs when a member of ADR point, entrusted with a high level of decision-making responsibility, has personal or professional interests that conflict with the impartiality required by that responsibility. Impartiality may fail because of the interests involved.

Before the courses:

- a) The trainers and coaches should notify ADR point at no delay for any potential conflict of interest with a trainee. In such an event ADR point will examine whether there is a need for the participant to join another group. Previous acquaintances of trainers and coaches with trainees does not constitute per se a conflict of interest.
- b) If a trainer or coach fails to notify ADR point for a conflict of interest, the trainee who has a legitimate interest affected, has the right to ask to be transferred to a different group. The case will be taken under consideration in accordance with ADRPoint Complaints policy.

During the courses:

- a) ADRpoint faculty members should not act both as trainers and assessors in the same training.
- b) If ADRpoint deems necessary that one or more trainers also undertake assessment responsibilities in exceptional cases, trainees will be notified in advance. If a trainee is not satisfied by the final result of his/her assessment, he/she has the right to file a complaint and request to be assessed by another assessor. The case will be taken under consideration in accordance with ADRPoint Complaints policy.

During the assessments:

- a) The assessors should notify ADR point at no delay for any potential conflict of interest with a candidate. In such an event ADR point will examine whether there is a need to appoint a different assessor. Previous acquaintances with candidates does not constitute per se a conflict of interest.

b) If an assessor fails to notify ADR point for a conflict of interest, the candidate who has a legitimate interest has the right to file a complaint and request to be assessed by another assessor. The case will be taken under consideration in accordance with ADRPoint Complaints policy.

Assessment process:

a) Assessors work independently and ADRpoint shall not interfere with the assessment process in any way.

b) Members of ADR point, trainers and coaches who may have personal acquaintances with a trainee or candidate must refrain from making any comment to the assessors relating to the latter's performance.