

Questions and Answers – Pride Toronto’s Dispute Resolution Process

Q. What is the Dispute Resolution Process?

- A. Pride Toronto has appointed a Dispute Resolution (DRP) process to provide an objective, transparent appeal mechanism to review and resolve complaints about participation in the Pride parade and march

Q. Who are the Dispute Resolution Officers?

- A. The Officers are independent, professional, and impartial members in good standing with the Law Society of Upper Canada or have relevant professional experience or training in human rights issues, mediation or adjudication

A full list of names will be made public by April 15, 2011

Q. How were the Dispute Resolution Officers selected?

- A. The Officers have been selected because they are experts in their field of Dispute Resolution and Arbitrations. Given the importance of getting the process up and running as quickly as possible the roster of Officers was recommended by the Community Advisory Panel and approved by the Board of Pride Toronto.

They have agreed to act on a voluntary basis to ensure that an independent impartial consideration is given to assigned complaint matters.

In the future, Pride Toronto will also continue to accept names of qualified people to be on the roster.

Q. Does any other City use this process to resolve complaints regarding Pride Parade participation?

- A. This process is the first of its kind anywhere in the world. The community has recommended a process that uses a progressive way to resolve differences.

Pride Toronto recognizes that the rules and the process are new and may need to be amended from time-to-time to ensure the process is working effectively. Pride Toronto will seek input from the community, its membership, the Dispute Resolution Officers, complainants and respondents to inform those amendments.

Q. What Kind of Complaints will the Officers consider?

The Dispute Resolution Process will only consider complaints about the participation or exclusion of a group in the Pride parade or march. The objective of the DRP is to resolve, correct and remedy behaviours that are contrary to Policy, to ensure fair application of the rules for Parade and march participation, and to ensure compliance with those rules and applicable legislation.

Q. What rules govern the process?

- A. The Dispute Resolution Officers are governed by the Arbitrations Act, 1991, its relevant

regulations, alternative dispute resolution codes of ethics/conduct and best practices.

These officers are also informed of Pride Toronto's mission, mandate and relevant policy which must be in-line with applicable legislation and regulations.

Q. Will Queers Against Israeli Apartheid (QUAIA) be marching in 2011?

- A. On April 12, 2011, Pride Toronto released the list of groups who participated in the 2010 Parade. That list includes over 235 different groups who participated in Pride 2010.

According to the Dispute Resolution Process, individuals or groups have 30 days to complain formally about any group that participated in 2010.

If a complaint is brought forward to the Dispute Resolution process regarding the participation of QUAIA, then this complaint will be dealt with by the independent, impartial Dispute Resolution process according to the policy.

Once a decision has been reached it will be made public. The decision would then comment on whether or not QUAIA is eligible to participate in the Pride Parade in 2011.

Q. How long will the process take?

- A. It will depend on what process the complainant chooses.

All reasonable steps will be taken to review and respond to the complaints in a timely fashion. It is expected that in most cases the complaint will be reviewed and a decision reached within 30-45 days of receiving the complaint.

In exceptional circumstances, based on mutual agreement between the parties, or by order of the Dispute Resolution Officer or Panel, timelines may be adjusted or extended.

Q. How are complaints filed?

- A. The complainant(s) must complete the Request for Dispute Resolution Process form to initiate a complaint. Complaints should be factual and clearly outline the alleged violations. The completed form is then sent to the Chair of the Dispute Resolution Process at:

Chair, Pride Toronto Dispute Resolution Process
200 Front Street West, Suite 2300
Toronto, Ontario
Canada M5V 3K2
F 416.362.6204
www.reolaw.ca

Q. Who can I ask more details about the Dispute Resolution Process?

- A. If you have additional questions about the Dispute Resolution Process you can contact:

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