

Alternative Dispute Resolution Comics



Office for Alternative Dispute Resolution

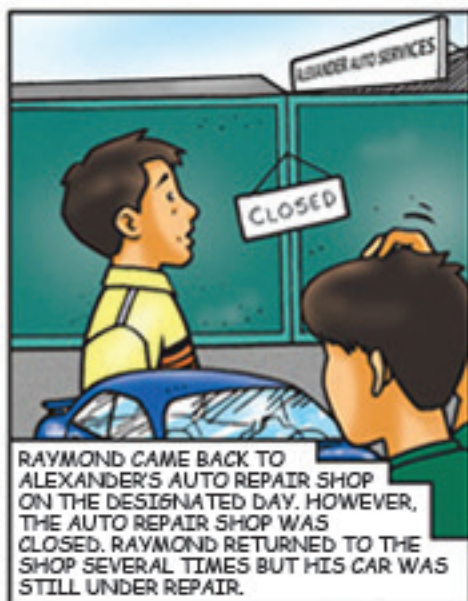


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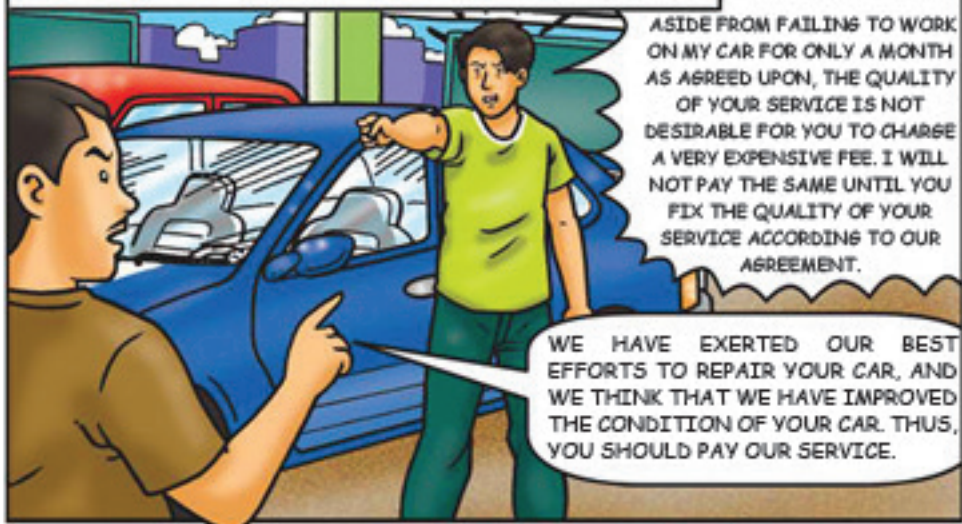
MR. ALEXANDER IS THE OWNER OF A WELL-KNOWN AUTOMOTIVE REPAIR SHOP IN QUEZON CITY.



ALEXANDER AND RAYMOND AGREED ON THE PRICE AND THE DATE OF COMPLETION OF THE REPAIR SERVICE.



AFTER A WEEK, RAYMOND CLAIMED HIS CAR BUT FELT DISMAYED BECAUSE ALEXANDER FAILED TO DELIVER RESULTS ACCORDING TO RAYMOND'S SPECIFICATIONS. RAYMOND BECAME FURIOUS AND THREATENED TO SUE ALEXANDER.

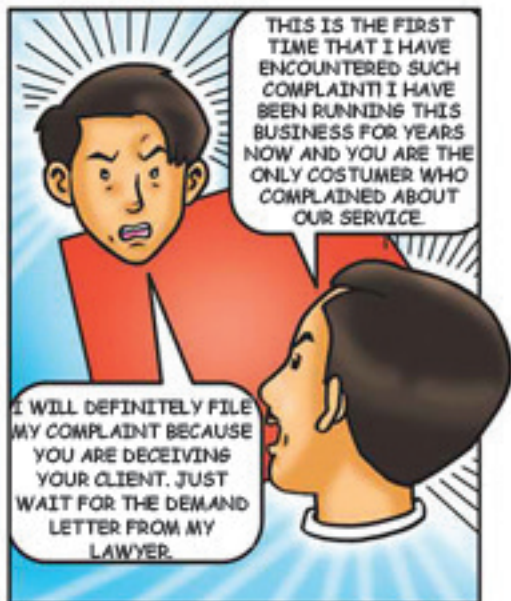


YOU USED LOW QUALITY MATERIALS TO WHICH DO NOT CONFORM TO WHAT WAS AGREED UPON. I DEMAND YOU TO FIX THIS BEFORE I PAY, OTHERWISE, I WILL SEE YOU IN COURT.



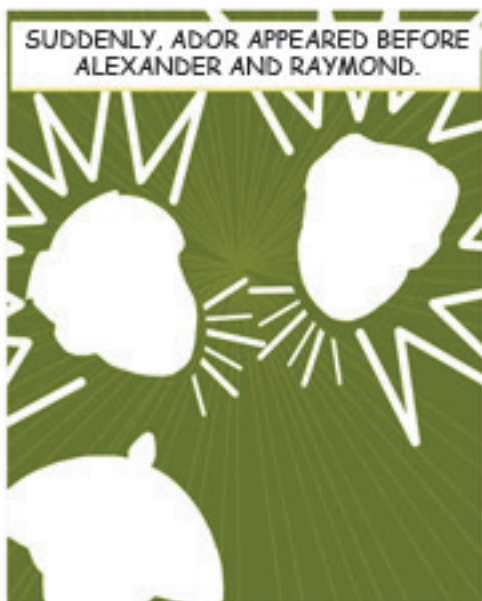
THIS IS THE FIRST TIME THAT I HAVE ENCOUNTERED SUCH COMPLAINT. I HAVE BEEN RUNNING THIS BUSINESS FOR YEARS NOW AND YOU ARE THE ONLY CUSTOMER WHO COMPLAINED ABOUT OUR SERVICE.

I WILL DEFINITELY FILE MY COMPLAINT BECAUSE YOU ARE DECEIVING YOUR CLIENT. JUST WAIT FOR THE DEMAND LETTER FROM MY LAWYER.





SUDDENLY, ADOR APPEARED BEFORE
ALEXANDER AND RAYMOND.





THERE ARE OTHER WAYS TO SOLVE YOUR DISPUTE.

I WON'T ALLOW MY CAR TO REMAIN UNFIXED. I CHOOSE HIS AUTO REPAIR SHOP IN THE FIRST PLACE BECAUSE HIS SHOP IS WELL KNOWN FOR OFFERING OR PROVIDING HIGH QUALITY AUTOMOTIVE REPAIR SERVICES.

ME TOO. I NEED PAYMENT FOR THE SERVICES RENDERED BY MY WORKERS.



YES, BOTH OF YOU HAVE YOUR RIGHTS. LET US SEEK HELP FROM THE OFFICE FOR ALTERNATIVE DISPUTE RESOLUTION OF THE DEPARTMENT OF JUSTICE IN ORDER FOR US TO KNOW THE AVAILABLE MEANS TO RESOLVE YOUR CONFLICT.

WHAT'S THE OFFICE FOR ALTERNATIVE DISPUTE RESOLUTION? THIS IS MY FIRST TIME TO HEAR ABOUT THAT.

THE OFFICE FOR ALTERNATIVE DISPUTE RESOLUTION OR OADR IS AN ATTACHED AGENCY OF THE DEPARTMENT OF JUSTICE. ONE OF ITS MANDATES IS TO PROMOTE THE USE OF ALTERNATIVE DISPUTE RESOLUTION MECHANISMS.

I AGREE.

ALRIGHT, LET US TRY THAT.

BOTH ALEXANDER AND RAYMOND WENT TO THE OADR AT THE DOJ, PADRE FAURA ST., MANILA. THEY WERE INFORMED OF THE VARIOUS MEANS TO RESOLVE THEIR CONFLICT.

THE ALTERNATIVE DISPUTE RESOLUTION IS ANY PROCESS OR PROCEDURES USED TO RESOLVE A DISPUTE OR CONTROVERSY, OTHER THAN BY ADJUDICATION OF A PRESIDING JUDGE OF A COURT OF AN OFFICER OF A GOVERNMENT AGENCY, IN WHICH A NEUTRAL THIRD PARTY PARTICIPATES TO ASSIST IN THE RESOLUTION OF ISSUES, WHICH INCLUDES ARBITRATION, MEDIATION, CONCILIATION, EARLY NEUTRAL EVALUATION, MINI-TRIAL, OR ANY COMBINATION THEREOF.

MEDIATION IS A VOLUNTARY PROCESS IN WHICH A MEDIATOR, SELECTED BY THE DISPUTING PARTIES, FACILITATES COMMUNICATION AND NEGOTIATION, AND ASSIST THE PARTIES IN REACHING A VOLUNTARY AGREEMENT REGARDING A DISPUTE.

ARBITRATION IS A VOLUNTARY DISPUTE RESOLUTION PROCESS IN WHICH ONE OR MORE ARBITRATORS, RESOLVE A DISPUTE BY RENDERING AN AWARD.

ANY AGREEMENT THE PARTIES HAVE ARRIVED TO THROUGH ADR, IS RECOGNIZED BY THE COURT.

THE TWO PARTIES AGREED TO UNDERGO MEDIATION.

THE TWO PARTIES WERE CALLED TO CHOOSE THEIR MEDIATOR. AFTER THAT, THEY AGREED AS TO THE VENUE AND DATES OF THEIR MEETINGS IN ORDER TO SOLVE THEIR CONFLICT.

THE PARTIES THEN UNDERWENT MEDIATION AND, FINALLY, RESOLVED THEIR MISUNDERSTANDING.



THEIR DIALOGUE WAS A SUCCESS WITH THE HELP OF ADR PROCESS. THEIR MISUNDERSTANDING WAS QUICKLY RESOLVED.

TO BE CONTINUED

P *ractical.*
E *asy.*
A *micable.*
C *onvenient.*
E *conomical.*

Office for Alternative Dispute Resolution



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Office for Alternative Dispute Resolution (OADR)

Address: Sunny Oak, JDC Building, 571 Engracia Reyes Street, Ermita, Manila

Contact No.: 523-8481 loc. 372 or 302

Email: oadr_doj@yahoo.com

Facebook: Office for Alternative Dispute Resolution (OADR)