**Conflict resolution module**

Outline of the steps for conflict resolution between ‘Party 1’ (the one who opens the dispute) and ‘Party 2’. RAMP (admin) plays the role of ‘arbitration’ (each dispute has 3 ‘organisations’ as members, the 2 parties + RAMP admin)

Chat on the side (like service request)

Dispute status:

1. Initiation
2. Counter proposals
3. RAMP intervention
4. RAMP proposals
5. Agreement – Waiting confirmation
6. Resolved
7. Closed Unresolved
8. RAMP remedial actions

6 and 8 are end states (2 alternative ends)

Depending on the status a stepper shows the following (in parenthesis the active one):

(1) -> 2 -> 3 -> 5 -> 6

1 -> (2) -> 3 -> 5 -> 6

1 -> 2 -> (3) -> 4 -> 5 -> 6

1 -> 2 -> 3 -> (4) -> 5 -> 6

1 -> 2 -> 3 -> 4 -> (5) -> 6

1 -> 2 -> 3 -> 4 -> 5 -> (6)

1 -> 2 -> 3 -> 4 -> 5 -> (7) -> 8

1 -> 2 -> 3 -> 4 -> 5 -> 7 -> (8)

Possible next steps:

1 -> 2 or 5

2 -> 3 or 5

3 -> 4 -> 5 (always)

5 -> 6 or 7

7 -> 5 or 8

The linked service negotiation and parties should be linked in all screens.

‘Dispute between <Party 1> and <Party 2>’

‘Service for which this dispute is about’ (text as-is, links to linked service negotiation)

Timestamps should be added on each screen

# Introduction

Party 1 may open a dispute by clicking the ‘Open dispute’ button on the relevant ‘Service negotiation’ card at their ‘Service negotiations’ dashboard.

! A service negotiation may have many disputes

After clicking the button, a check is made if there is already an dispute on this service with a status ‘open’, ‘RAMP involved’ a modal appears that says “You have already an open dispute on this service negotiation” with a button “Go to dispute”.

Else user is forwarded to a page that has the following text:

“

Thank you for choosing RAMP for your collaborative endeavors. We are committed to ensuring the quality of services negotiated on our platform and fostering a fair and transparent environment for all our users.

**Our expectations on the dispute process:**

When initiating a dispute, please keep in mind that our primary goal is to find a commonly acceptable solution that benefits all parties involved. We encourage open communication, flexibility, and a cooperative approach to resolving issues.

**Our role as Arbitrator:**

It's important to note that RAMP acts as an arbitrator in the dispute resolution process. We are here to facilitate discussions and propose solutions, but we cannot impose any legal obligations on any party.

**Possible outcomes:**

* Mutual agreement: We hope that both parties can find a resolution that satisfies their needs and brings the dispute to a close amicably.
* RAMP involvement: If necessary, we may step in to review the dispute and propose additional solutions. We will provide feedback to help you make informed decisions.
* RAMP actions: If a mutually acceptable solution cannot be reached, RAMP may take certain actions within the scope of the RAMP use. However, our intention is always to promote a positive user experience.

Remember that all parties involved in the dispute resolution process should maintain confidentiality, and decisions reached should be respected according to our terms and conditions.

Thank you for your cooperation in making RAMP a trusted platform for collaboration. We are here to support you throughout the dispute resolution process.

Kind regards,

RAMP team

“

The page has two buttons

“Cancel” / “Open dispute”

# Create

Form:

“

Please fill out the following information to open a dispute:

Reasons for opening the dispute: [field text- ‘Please provide a detailed explanation of the reasons for opening this dispute. Include any relevant information, communication, or events that led to this dispute. Be as specific as possible.’]

Attachment of additional files (optional): [attach 0 to 3 files]

Proposed solutions (1 to 3 options):

Option 1: [field text – ‘Describe at least one proposed solution to resolve the dispute. Be clear and concise.’]

Option 2: [field text – ‘If applicable, you can describe a second alternative proposed solution to resolve the dispute. Be clear and concise.’]

Option 3: [field text – ‘If applicable, you can describe a third alternative proposed solution to resolve the dispute. Be clear and concise.’]

“

Buttons “Cancel”, “Submit”

Upon clicking ‘submit’ a modal is shown:

“You are about to open a dispute on this service negotiation. Please make sure that the information you provided is relevant, clear and concise.

By submitting this dispute, you acknowledge that RAMP will act as an arbitrator in the resolution process and may propose additional solutions if needed. All parties involved are expected to engage in good faith efforts to reach a mutually acceptable resolution.”

With buttons: “Review dispute form” “Confirm”

Confirm: Create the dispute with status=1, and is linked to the service negotiation and the 2 parties that participate in the relevant service negotiation.

A PDF is created with the form submission and file attachments.

# Initiation

|  |  |
| --- | --- |
| **Party 1** | **Party 2** |
| Thank you for using our dispute resolution service. We appreciate your patience and cooperation as we work towards a resolution.  **What to expect next:**  **Review by the Other Party**: The other party involved in the dispute will now have the opportunity to review your claims and the proposed solutions you've submitted.  **Response Time**: Please allow the other party a few days (up to 2 weeks) to carefully consider your dispute and proposed solutions. We encourage a fair and thorough review process.  **Possible Outcomes**: The other party may choose to either:   * Accept One of Your Proposed Solutions: If they agree with one of your proposed solutions, the dispute will be resolved, and the case will be closed. * Provide Counter Proposals: They may also propose alternative solutions. In such cases, you will receive notification of their response.   **Our Commitment to Fair Resolution:**  We are committed to ensuring a fair and equitable resolution to your dispute. We encourage open communication and cooperation between parties to reach a mutually acceptable agreement.  (button to download submission pdf) Review your submission | A dispute case has opened for one of your collaborations in RAMP. It's important to carefully review the details and consider your response.  <button that downloads the pdf> Review the dispute  **What to do next:**  **Review the Dispute**: Carefully read through the information provided by the other party, including their claims and proposed solutions.  **Consider Your Response**: Take the time to assess the dispute and think about whether you agree with any of the proposed solutions or if you have alternative suggestions for resolution.  **Response Options**: You have the following response options:   * Accept a Proposed Solution: If you agree with one of the proposed solutions, you can choose to accept it, and the dispute will be resolved. * Submit Counter Proposals: If you do not agree with the proposed solutions or have alternative suggestions, you can submit your own counter proposals. Be clear and concise in explaining your position and proposed solutions.   **Important Information**:  **Timely Response:** Please respond within 2 weeks to facilitate a prompt resolution. Delayed responses may extend the dispute resolution process or even alarm further RAMP involvement.  **Open Communication:** Open and respectful communication can help in finding a mutually acceptable solution. You are encouraged to engage in constructive dialogue with the other party.  **Our Commitment to Fair Resolution:**  We are committed to ensuring a fair and equitable resolution to your dispute. We encourage open communication and cooperation between parties to reach a mutually acceptable agreement.  <buttons>  Accept one of the proposed solutions  Provide counter proposals |
|  |  |
| **RAMP admin:** can view the submitted pdf |  |

Accept one of the proposed solutions: Opens a modal where the proposed solutions are shown and one of them can be ‘ticked’. Buttons: ‘Cancel’ and ‘Accept selected solution’. Status is moved to 5.

Provide counter proposals: Opens a modal where 3 different text boxes are shown:

“

Counter-Proposed solutions (1 to 3 options):

Option 1: [field text – ‘Describe at least one proposed solution to resolve the dispute. Be clear and concise.’]

Option 2: [field text – ‘If applicable, you can describe a second alternative proposed solution to resolve the dispute. Be clear and concise.’]

Option 3: [field text – ‘If applicable, you can describe a third alternative proposed solution to resolve the dispute. Be clear and concise.’]

“

Buttons: “Cancel” and “Submit counter proposals”. Status is moved to 3.

# Counter proposals

|  |  |
| --- | --- |
| **Party 1** | **Party 2** |
| The other party has responded to your dispute with counter proposal(s).  <Button that opens a modal with the text of the counter proposals> Review counter proposals.  **What to do next:**  **Review Carefully**: Take the time to thoroughly review the counter proposals provided by the other party. Consider their points and proposed solutions.  **Options Available to You**:  **Accept a counter proposal**: If you find a counter proposal acceptable, you may choose to accept it. This will resolve the dispute, and the case will be closed.  **Request RAMP Intervention**: If you believe that a resolution cannot be reached through direct negotiation, you have the option to request the RAMP involvement. RAMP team will then review the dispute and propose potential solutions.  **Important information:**   * Open and constructive communication is key to resolving disputes efficiently. * Please make your decision promptly (within the next 2 weeks) to keep the resolution process on track.   **Our Commitment to Fair Resolution:**  We are dedicated to ensuring a fair and impartial resolution process. Whether you choose to accept a counter proposal or request RAMP’s intervention, our goal is to reach a resolution that works for both parties.  <button w/ modal similar to previous> Accept one of the counter proposals  <button> Request RAMP intervention | You have submitted counter proposals in response to the open dispute.  **What to expect next:**  The other party is now reviewing the counter proposals you provided. They have the following options to select within the next 2 weeks:   * **Accept a Counter Proposal**: The other party may choose to accept one of your counter proposals. If they do, the dispute will be resolved, and the case will be closed. * **Request RAMP Intervention**: If the other believes that a mutually acceptable resolution cannot be reached through direct negotiation, they have the option to request RAMP’s involvement. In this case, the RAMP team will review the dispute and propose potential solutions.   **Our Commitment to Fair Resolution:**  We are committed to ensuring a fair and impartial dispute resolution process. Our goal is to reach a resolution that is equitable and just for both parties. |
|  |  |
| **RAMP admin:** can view the submitted pdf and counter proposals |  |

Accept moves status to 5.

Request RAMP intervention moves status to 3.

# 3. RAMP intervention

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| --- | --- |
| **Party 1** | **Party 2** |
| We would like to inform you that RAMP is now involved in the resolution process as the counter proposals were rejected.  **RAMP intervention:**  The RAMP team will review the dispute, taking into account the details provided by both parties and any previous proposals. We are committed to facilitating a fair and impartial resolution.  **What to expect next:**   * Review by RAMP: Our team will carefully assess the dispute within the next 2 weeks and may propose additional solutions or choose from the previously submitted proposals. * Communication: We encourage open and transparent communication throughout this process. You may be asked for further information or clarification to aid in the resolution.   Resolution Proposals: RAMP will present proposed solutions to both parties, seeking a mutually acceptable agreement. | We would like to inform you that the other party has rejected your counter proposals, and RAMP is now involved in the resolution process.  **RAMP intervention:**  The RAMP team will review the dispute, taking into account the details provided by both parties and any previous proposals. We are committed to facilitating a fair and impartial resolution.  **What to expect next:**   * Review by RAMP: Our team will carefully assess the dispute within the next 2 weeks and may propose additional solutions or choose from the previously submitted proposals. * Communication: We encourage open and transparent communication throughout this process. You may be asked for further information or clarification to aid in the resolution. * Resolution Proposals: RAMP will present proposed solutions to both parties, seeking a mutually acceptable agreement. |
|  |  |
| **RAMP Admin** | |
| RAMP admin Can view: The initial PDF and the counter proposals.  RAMP admin has also 1 field to propose 1 solution.  There are also two ‘Remedial actions in case of rejection’ text boxes, one for each party (1 and 2).  When proposed solution is filled admin can ‘Send proposals’ | |

With ‘Send proposals’ status moves to 4.

# 4. RAMP proposals

|  |  |
| --- | --- |
| **Party 1** | **Party 2** |
| We are pleased to inform you that after careful consideration and review, RAMP (the Marketplace) has proposed a final solution tailored to your specific situation to resolve the dispute.  **Review proposed solutions:**  <Text of the proposed solution>  **Next steps:**  **Review and Consider**: Please take the time to thoroughly review the proposed solution. Carefully consider whether it aligns with your expectations and requirements.  **Acceptance or Rejection**: You have the following options:   * Accept: If you accept the proposed solution, the dispute will be resolved, and the case will be closed. * Rejection: If you choose to reject the proposed solution, RAMP may take remedial actions related to the RAMP use. <Review potential remedial actions>   To ensure a timely resolution, we request that you provide your response within 5 business days from the date of this message.  <buttons> “Accept RAMP proposal” “Reject RAMP proposal” | Same with Party 1 |
|  |  |
| **RAMP Admin** | |
| Two indicators that show whether each party has accepted or rejected the solution | |

‘Review potential remedial actions’: each party can view their specific ‘remedial actions’ that were filled in by the RAMP admin in the previous step.

Accept RAMP proposal: move status to 5

Reject: move status to 7

# 5. Agreement – Waiting confirmation

|  |  |
| --- | --- |
| **Party 1** | **Party 2** |
| We are delighted to share that a mutually beneficial solution has been reached through our platform to resolve the dispute. Your collaboration in achieving this outcome is greatly appreciated.  **Next steps – confirmation of actions taken:**  The proposed solution is now at the stage of confirmation. Both parties are kindly requested to confirm that the agreed-upon actions, as outlined in the resolution, have been completed to your satisfaction.  <button> Review agreement  Once both parties have completed the agreed-upon actions, please provide confirmation by clicking the following button.  <button> Confirm | Same |
|  |  |
| **RAMP Admin** |  |
| Two indicators that show whether each party has confirmed  One button “Force Unresolved status” | |

When confirm button is clicked a modal appears:

“

By clicking "Confirm dispute is resolved" you are confirming that the relevant agreed-upon actions have been completed by both parties. This confirmation is a crucial step in finalizing the resolution process.

Please be aware that the dispute will be closed as "Resolved" only when both parties have provided their confirmation. Ensure that the actions have been fully carried out and are in accordance with the agreed-upon terms before proceeding.

“

Buttons: “Cancel” “Confirm dispute is resolved”

Confirm by both moves status to 6

“Force Unresolved status” by admin moves status to 7

# 6. Resolved

|  |  |
| --- | --- |
| **Party 1** | **Party 2** |
| Dispute is resolved  <Button> Review resolution | Same |
|  |  |
| **RAMP Admin** |  |
| Case is resolved. | |

# 7. Closed Unresolved

|  |  |
| --- | --- |
| **Party that has rejected the RAMP solution in step 5** | **Party that has accepted the RAMP solution in step 5** |
| We regret to inform you that the dispute has been closed as "Unresolved" because you have rejected the proposed resolution or failed to timely respond.  **Remedial actions by RAMP:**  As previously informed, RAMP may take certain remedial actions to address the dispute. These actions will be initiated within the next 5 business days. <Review potential remedial actions>  **Still an opportunity for resolution:**  Please note that even though the case is marked as "Unresolved," there is still an opportunity to reach an agreement. If you reconsider and decide to accept the proposed solution by RAMP, the dispute can be resolved without the need for further remedial actions.  **RAMP proposed solution:**  <proposed solution text>  <button> Accept proposed solution | We regret to inform you that the dispute has been closed as "Unresolved" because the other party has rejected the proposed resolution or failed to timely respond.  **Remedial actions by RAMP:**  Since you are not responsible for the dispute, no remedial actions will be taken on your end.  **Still an opportunity for resolution:**  We have provided the other party a 5-business-day opportunity to also accept the proposed solution. If they choose to accept, the dispute can be resolved without the need for further remedial actions. If the other party does not accept the solution within the specified timeframe, we will proceed with remedial actions, and we will keep you informed of any developments. <Review potential remedial actions for the other party> |
|  |  |
| **RAMP Admin** |  |
| Text field “Remedial action taken” with button “submit” | |

If party that rejected ‘accepts’ move status to 5

If admin ‘Submits’ move status to 8.

# 8. RAMP remedial actions

|  |  |
| --- | --- |
| **All** |  |
| We regret to inform you that the dispute has been closed as "Unresolved" and RAMP has taken the following remedial actions:  **<**text of remedial actions that admin put previously> |  |