Preliminary Steps

**Review**
- The arbitration agreement to confirm the claim is arbitrable.
- **CPR Administered Arbitration Rules**, especially:
  - the rules on communications;
  - the rules on time periods;
  - the filing instructions; and
  - the schedule of costs.

**Consider**
- If interim measures are needed (see CPR Rules 13, and 14).

Commencing the Arbitration

**Claimant**
The claimant prepares a notice of arbitration, and:
- Delivers it to the respondent.
- Simultaneously sends to CPR:
  - a copy of the notice of the arbitration, by email to CPRNeutrals@cpradr.org; and
  - a check for the filing fee, by mail.
(CPR Rule 3.1.)
The notice of arbitration must include:
- The full names, addresses, telephone numbers, and email addresses for the parties and their counsel.
- A demand that the dispute be referred to arbitration under the CPR rules.
- The text of the arbitration clause or the separate arbitration agreement that is involved.
- A statement of the general nature of the claimant’s claim.
- The relief or remedy sought.
- The name, address, telephone number, and email address of the arbitrator designated for appointment by the claimant, unless the parties have agreed that:
  - they will not have party-designated arbitrators; or
  - the party-designated arbitrators will be appointed through CPR’s screened selection process.
(CPR Rule 3.2.)
CPR
The commencement date of the arbitration is the date on which CPR receives both:
- The notice of arbitration.
- The filing fee.
CPR notifies the parties of the arbitration commencement date. (CPR Rules 3.2 - 3.4.)

Respondent
The respondent has 20 days after the commencement date to deliver to the claimant a notice of defense, which must include:
- The full names, addresses, telephone numbers, and email addresses for the parties and their counsel.
- Any comment on the notice of arbitration that the respondent deems appropriate.
- Any statement of the general nature of the respondent's defense.
- The name, address, telephone number, and email address of the arbitrator designated for appointment by the respondent, unless the parties have agreed that:
  - they will not have party designated arbitrators; or
  - the party-designated arbitrators will be appointed through CPR's screened selection process. (CPR Rules 3.5 and 3.7)

Counterclaims and Responses
The respondent may include in the notice of defense any counterclaim within the scope of the arbitration clause. There is no additional filing fee for counterclaims.
The respondent may add, amend, or withdraw any additional claims or counterclaims within the scope of the arbitration clause:
- Freely, before the appointment of the tribunal.
- Only with the consent of the tribunal once it is constituted.
If a respondent asserts a counterclaim, CPR notifies the claimant that within 20 days after CPR's receipt of the counterclaim, the claimant must:
- Deliver a response to counterclaim to the respondent.
- Send a copy of the response to counterclaim to CPR by email.
If any party fails to respond to claims or counterclaims asserted against it, the claims or counterclaims are deemed denied. (CPR Rules 3.8 - 3.10.)
Appointing the Tribunal

Unless the parties have agreed otherwise in writing, the tribunal consists of three arbitrators:
- One designated for appointment by each of the parties in the notice of arbitration and the notice of defense respectively.
- The third arbitrator who is the chair of the tribunal and is appointed by CPR with the parties’ input. (CPR Rule 6).

Party-Designated Arbitrators

The parties may select arbitrators through CPR’s screened selection process:
- On request, CPR provides the parties with a list of qualified CPR arbitrator candidates from the CPR panels of distinguished neutrals.
- The arbitrator designated by a party need not be a CPR panel member.
- CPR asks the arbitrators designated by the parties about:
  - potential conflicts of interest;
  - rates; and
  - availability.
- CPR circulates the arbitrators’ disclosures to the parties.
- The parties have ten days to object in writing to CPR, with a copy to the other party. Objections to the appointment of a candidate may be for lack of independence or impartiality (CPR Rule 7).
- CPR rules on the objection.
- If there is no objection to a party-designated arbitrator or CPR overrules an objection, CPR appoints the party-designated candidate. (CPR Rule 5.4.)

Appointing the Chair

CPR appoints the chair with input from the parties through a vetting process (CPR Rule 6.2):
- CPR convenes a conference call with the parties to discuss the selection criteria for the arbitrator, such as desired:
  - qualifications;
  - experience;
  - geographic pool; and
  - any other selection criteria.
- CPR asks arbitrator candidates about potential conflicts of interest, rates, and availability.
- CPR sends the parties the names, biographies, and disclosures of at least five candidates.
- Within ten days, the parties must either:
  - agree on a candidate; or
  - send CPR their respective rankings of at least one more than half of the names in order of preference. CPR appoints the candidate for whom the parties collectively have indicated the highest preference.
- The parties may object to any of the nominated candidates on grounds of lack of independence, or impartiality (CPR Rule 7).
- If a party objects to any of the nominated candidates, CPR rules on the objection.

Other Appointment Methods

The parties may agree in writing on another method for the selection and constitution of the tribunal.
Pre-Hearing Matters

Pre-Hearing Conference

Promptly after the tribunal is constituted, it must hold an initial pre-hearing conference with the parties for the purpose of discussing, planning, and scheduling:

- Procedural matters.
- Early disposition of issues.
- Appointment of experts.
- The possibility of settlement.

To define and clarify the issues, the tribunal may issue pre-hearing orders and instruct the parties to file:

- More detailed statements of claim and defense.
- Pre-hearing memoranda.

After the initial pre-hearing conference, the tribunal may hold additional pre-hearing or other conferences as it deems appropriate. (CPR Rule 9.)

Discovery

The tribunal may require and facilitate discovery that it deems appropriate under the circumstances, taking into account:

- The needs of the parties.
- The desirability of making disclosure expeditious and cost-effective.

The tribunal may issue orders to protect the confidentiality of proprietary information, trade secrets, and other sensitive information disclosed in discovery. (CPR Rule 11.)
The Hearing

A hearing may be held at the request of any party or if the tribunal decides to hold one.
The tribunal decides:
- The manner in which the parties present their cases, which generally includes the submission of pre-hearing memoranda.
- Whether testimony may be presented in written or oral form.
The tribunal may appoint neutral experts. The tribunal is not required to apply the rules of evidence used in judicial proceedings.
The tribunal cannot make an award based solely on the default of a party. If a party fails to appear or present a case, the non-defaulting party must produce evidence and legal argument in support of its contentions. (CPR Rule 12.)

The Award

In most cases:
- The dispute should be submitted to the tribunal for decision within six months after the initial pre-hearing conference.
- The tribunal should submit the final award to CPR within 30 days after the close of the hearing.
CPR must approve any scheduling orders or extensions that would result in a final award being rendered more than 12 months after the initial pre-hearing conference.
(CPR Rule 15.8.)
All awards must be reasoned, and in writing.
The tribunal sends the award to CPR in draft form for a limited review for format, clerical, typographical, or computational errors.
After CPR reviews and returns the award, the tribunal must deliver to CPR an executed copy of the award, with any dissenting opinion, within three days. CPR delivers the award to the parties.
(CPR Rules 15.2 - 15.5.)

Changes to the Award

Within 15 days after receipt of the award, either party, with notice to the other party, and CPR, may ask the tribunal to:
- Clarify the award to correct any clerical, typographical, or computational errors.
- Make an additional award as to claims or counterclaims not determined in the award.
The tribunal has 30 days after the request to make any clarification, correction or additional award, at which point the award becomes final and binding. (CPR Rules 15.6 - 15.7.)