

**COLORADO JUDICIAL DEPARTMENT**  
*Office of Dispute Resolution*

ODR Policies and Procedures Manual

Date: July 1, 2011

Subject: **The Mediation Process: Referrals and Scheduling**

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**POLICY**

ODR Neutrals may receive referrals from the court, agencies, attorneys or individual parties. Unless local rule or policy dictates otherwise, ODR Neutrals are responsible for scheduling cases assigned or referred to them.

**PROCEDURE FOR REFERRALS AND SCHEDULING OF CASES**

ODR Central employs a part-time Referral Coordinator. This individual assists attorneys, court and the public connect with ODR Neutrals in a specific region of the state. The Referral Coordinator may also assist Neutrals in developing a scheduling process or online scheduling calendar.

ODR Neutrals may schedule their own calendar or employ staff to do so. ODR Neutrals are independent contractors and are responsible for the employment of their own scheduling staff if not otherwise provided by the local court.

**RESCHEDULES**

Unless otherwise indicated by local district procedure, rescheduling of a canceled mediation session where the clients are full pay is discretionary by the individual Neutral.

For cases where one or both parties are indigent or for special A&V programs, rescheduling of a canceled mediation session is possible only in the following situations:

- All parties agree
- Ordered by the court
- Approved by the Neutral
- Case was canceled due to emergency