



Dispute Resolution Policy

Nutrition 4 Kidney Care (N4KC) will work to resolve any disputes brought against this organization in an equitable and timely manner through a process of negotiation, mediation and/or arbitration. In the event an individual or organization disputes the decisions or actions made by N4KC they can enter our formal dispute resolution process.

Definitions

N4KC: Nutrition 4 Kidney Care, their staff and board of directors.

Disputing Party: Any individual or organization that provides a written notice of dissatisfaction or disputes a decision made by N4KC.

Negotiation: The process in which discussions are made between two parties to reach a resolution or agreement.

Mediation: A confidential and voluntary negotiation process that is overseen by a neutral third party who attempts to assist the disputing parties in reaching an agreement, resolution or settlement to avoid the cost associated with a courtroom trial. A third-party mediator is required to be an individual with a background in higher education or a healthcare practitioner who has an in-depth knowledge of the standards of care associated with the provision of healthcare services and/or academic requirements and codes of conduct for institutions of higher learning.

Arbitration: The involvement of a neutral third-party attorney who will review both parties' disputes and the evidence supporting their dispute and make a legally binding decision or ruling, to resolve the dispute outside of the court. Attorney fees cannot exceed \$5000.00 and each party is responsible for paying 50% of the fees.

Neutral Third-Party: Impartial individuals or entities that are capable of encouraging respectful and calm communication between the disputing parties while providing reasonable suggestions to obtain a fair resolution, agreement or settlement.



The Process

The disputing party must provide in writing the reason for their dissatisfaction or dispute within 7 business days of the incident or within 7 days of any formal notice provided by N4KC. The document must be sent via email to learn@internship4kidneycare.com. N4KC will not initiate their dispute and resolution process if the disputing party does not provide a written grievance report within 7 business days. The disputing party will have to follow other legal avenues through a court of law to address their concerns.

Once N4KC receives the written document outlining the reason for dissatisfaction, it will be reviewed by N4KC's board of directors. The board of directors has 7 business days to acknowledge and respond to the dispute or allegations.

If the disputing party disagrees with the board's response, the formal dispute and resolution process will begin. The disputing party will be requested to provide any evidence to support their claim within 14 days of the date of the board's response email. The board will have 14 days from the date the evidence is provided to review and respond back to the disputing party with their decision.

If an agreement or resolution is still not reached, the process will go into mediation. Both parties are able to select mediators who they feel will be equitable and have the ability to professionally and reasonably oversee the negotiation meeting. The time and date of the meeting will be agreed upon by both parties but will not exceed past 14 days past the board's last email response to the evidence provided by the disputing party.

If an agreement or resolution is not reached at the end of the mediation meeting, the process will proceed to arbitration in which a third-party attorney will review the supporting documents of both parties and make a final and legally binding decision.