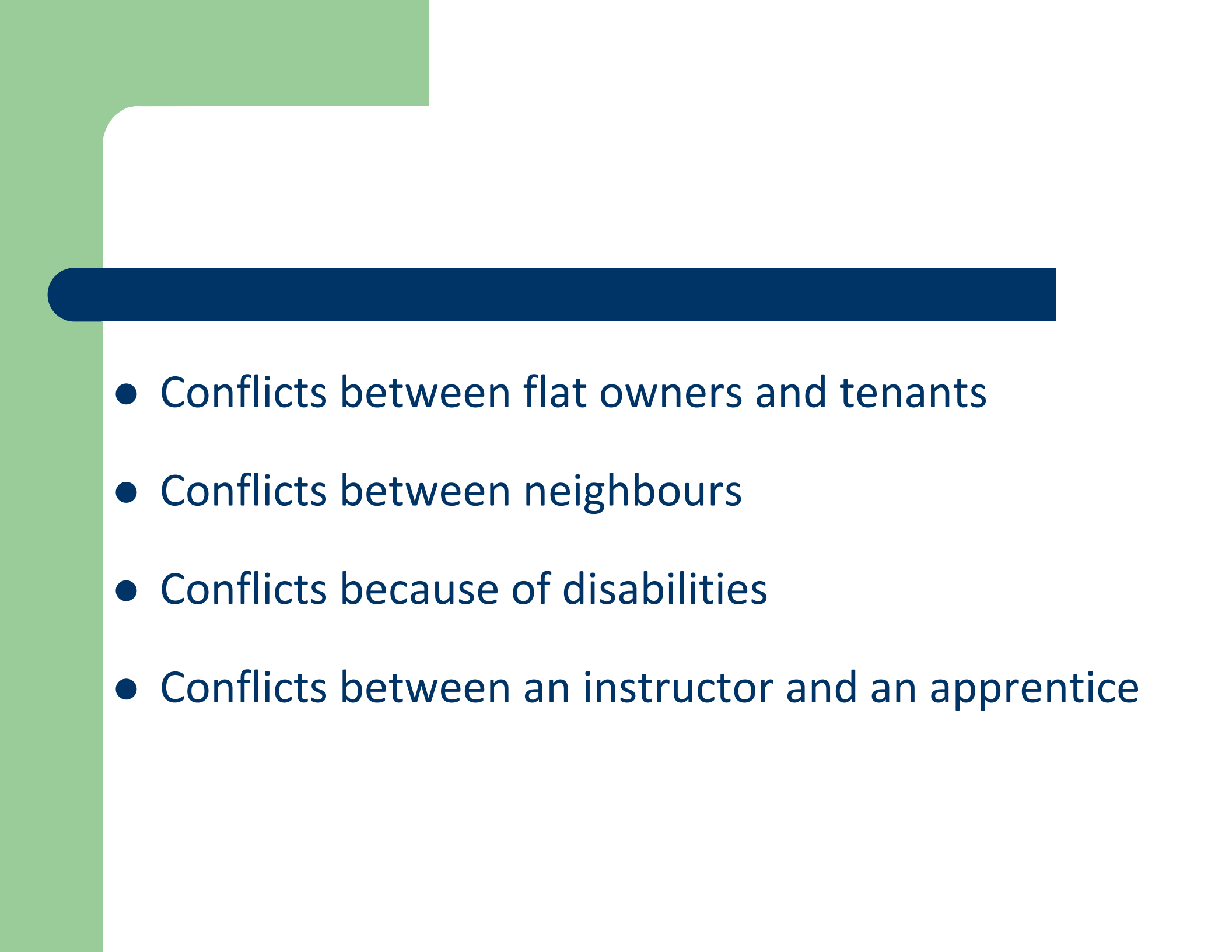


Alternative dispute resolution in Austria

Option or restriction for resolving conflicts?

- 
- Conflicts between flat owners and tenants
 - Conflicts between neighbours
 - Conflicts because of disabilities
 - Conflicts between an instructor and an apprentice

Conflicts between flat owners and tenants

- **Rental arbitration centers**
- **Fast decision-making process**
- **Administrative pre-procedure**
- **Opportunity to go to court**

Rental arbitration centers



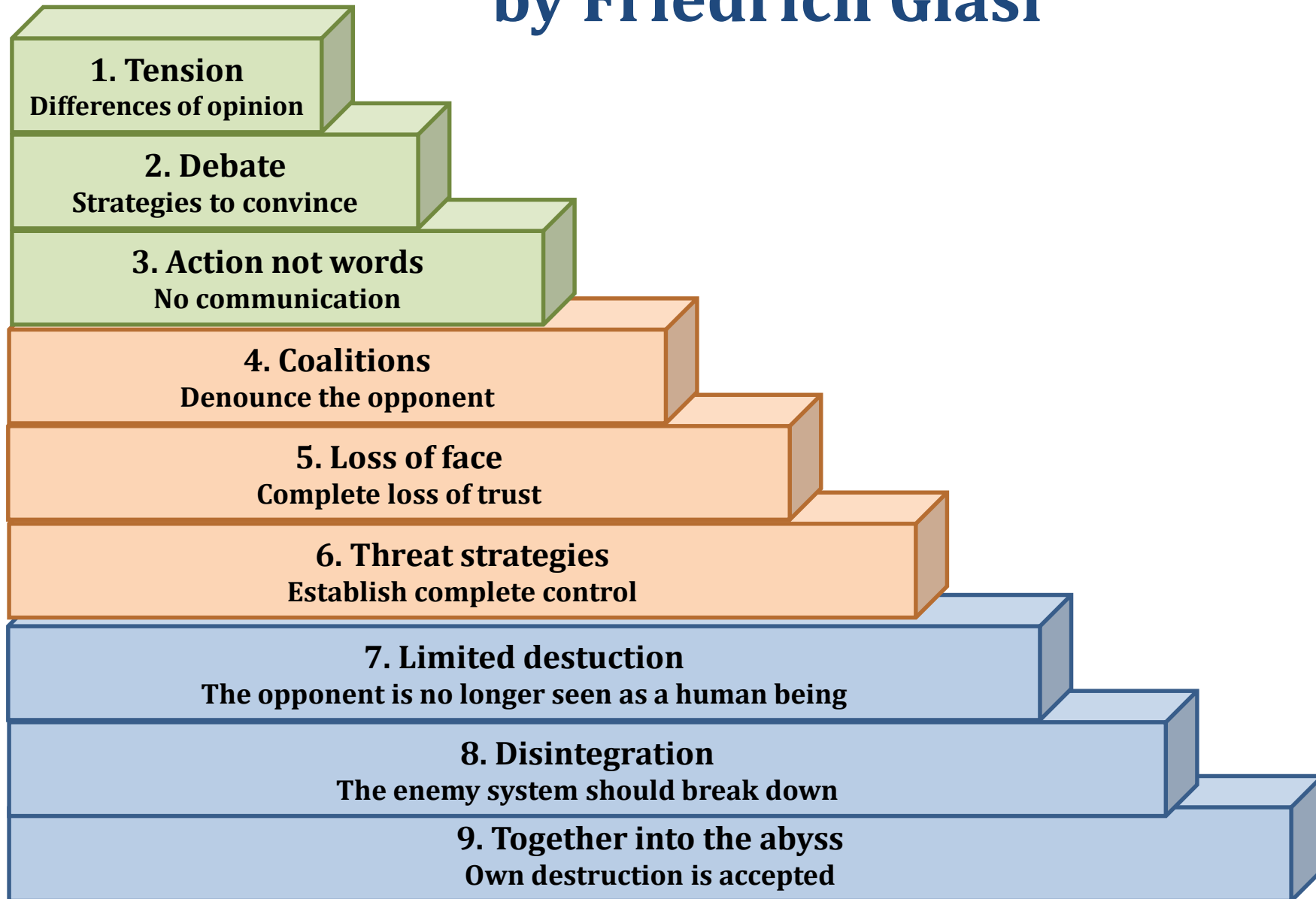
Conflicts between neighbours

deprivation of light and air

- compulsory:
amicable settlement at the court or
conciliation body or
mediation



The nine levels of Escalation by Friedrich Glasl



Conflicts because of disabilities

- **Discrimination**
- **Single arbitration body**
- **Mediation as an additional conflict management tool**

Disabilities



Conflicts between an instructor and an apprentice



- unilaterally, prematurely dissolution of an apprenticeship without any important reason
- respite/deadlines
- Mediation: **compulsory!!!**

Beginning of the apprenticeship	01/10/2016
Communication of the intention to dissolve	30/06/2017
Order to the mediator	Not later than 31/07/2017
End of mediation procedure	25/08/2017
Written dissolution contract	Not later than 31/08/2017
End of apprenticeship	30/09/2017 (end of the first apprenticeship year)

Thank you for your attention!

