

RURHEM ADR CENTRE

Service Level Agreement (SLA)

Between

Rurhem ADR Centre: (Service Provider)

And

Service Users: (Individuals, Organizations, or Agencies Engaging with the Rurhem ADR Centre)

Effective Date: ____/____/20____

Review Date: ____/____/20____

This Service Level Agreement ("SLA") outlines the scope, standards, and responsibilities between Rurhem ADR Centre ("Provider") and Clients ("User" or "You") for the delivery of Alternative Dispute Resolution (ADR) and related services.

1. Purpose

The purpose of this SLA is to ensure a clear understanding of the services provided by Rurhem ADR Centre, the expected performance standards, and the responsibilities of both parties to ensure efficient, timely, and professional service delivery.

2. Scope of Services

Rurhem ADR Centre provides the following services:

- Mediation & Arbitration (in-person and virtual)
- Online Dispute Resolution (ODR) via secure platforms
- Training & Certification in ADR, Mediation, and Restorative Justice
- Case Management & Panel Neutral Assignments
- Community Engagement & Capacity Building

3. Service Delivery Standards

3.1 Access to Services:

- o Operating hours: 24 hours.
- o Contact channels: 08037333433, info@rurhemadrecentre.com, <https://rurhemadrecentre.com>
- Initial case acknowledgement within 2 working days of receipt.
- Case screening and neutral assignment within 5 working days (subject to case complexity).
- Mediation/arbitration sessions scheduled within 14 working days after neutral assignment.

3.3 Online Dispute Resolution (ODR)

- Secure platform access provided within 24 hours of case registration.
- Technical support available Monday–Friday, 9am–5pm.
- ODR sessions conducted within the agreed timelines set during pre-session planning.

3.4 Training Services

- Training calendar published quarterly.
- Certificates issued within 10 working days after course completion.

4. Grievance Redress Mechanism (GRM)

1. Complaints can be submitted via:

- Online grievance form at <https://rurhemadrecentre.com/complaint-form>
- Hotline(s): 080233272230, 08067879581
- Physical submission at 2nd Floor, No 5, 2nd East Circular Rd, Off Sapele Road, Benin City, Edo State.

2. Acknowledgment of grievances: Twenty-four (24) hours.

3. Resolution timeframe: Five (5) working days.

4. Escalation mechanism:

- First level: Rurhem ADR Centre Client Services
- Second level: Rurhem ADR Centre Administrative Office.
- Third level: Rurhem ADR Centre Principal.
- Fourth Level: Rurhem ADR Centre Board Members

5. Client Responsibilities

The Client agrees to:

- Provide accurate and complete information.

- Respond promptly to communication from Rurhem ADR Centre.
- Attend scheduled sessions punctually (virtual or physical).
- Maintain confidentiality of all case-related matters.
- Pay all applicable fees in accordance with agreed terms.

6. Confidentiality & Data Protection

- All case information will be treated as strictly confidential.
- Personal and case data will be handled in compliance with Rurhem ADR Centre's Privacy Policy and relevant laws.

7. Fees & Payment Terms

- Service fees are payable in advance unless otherwise agreed in writing.
- Additional charges may apply for rescheduling, late cancellations, or additional session requests.

8. Performance Monitoring

Rurhem ADR Centre will track performance against the following key indicators:

- Timeliness of case processing
- Client satisfaction ratings
- Resolution success rates
- Training feedback scores

9. Remedies for Service Failure

If service delivery falls below agreed standards, Rurhem ADR Centre will:

- Provide a written explanation of the cause.
- Take corrective actions within a reasonable timeframe.
- Offer partial refunds or rescheduling at no extra cost where applicable.

10. Duration & Review

- This SLA becomes effective on the date signed and remains in force until amended or terminated by mutual agreement.
- SLA terms will be reviewed annually or as necessary to reflect service improvements.

11. Governing Law

This SLA is governed by the laws of the Federal Republic of Nigeria.

Signed by:

For Rurhem ADR Centre



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Isi Ukhun Iyoha, Fcmmc

The Principal (Rurhem ADR Centre)

08037333433, 080233272230, 08067879581

principal@rurhemadrcentre.com, isiukhun@gmail.com

Client

Name:

Organization (if applicable)

Signature:

Date: