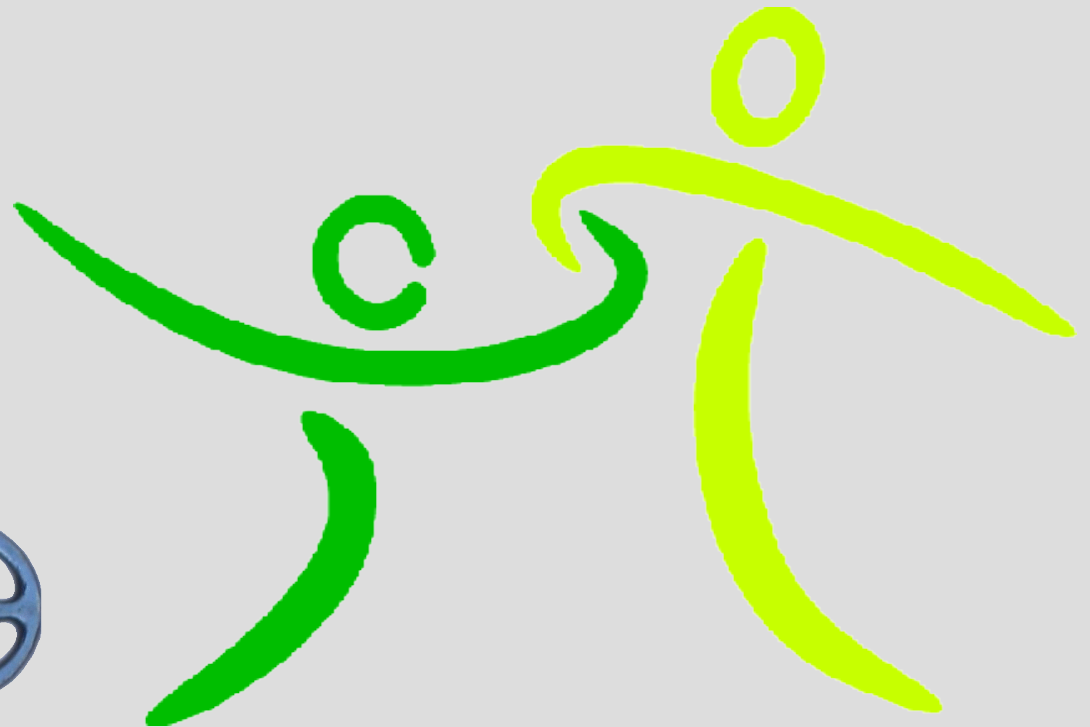


## CAcert Arbitration

or

What, if anything does not work as expected?



## Arbitration is not needed if...

- Everyone agrees
- All rules and policies are complete and easy to understand
- Everything works like it works always
- Everyone is cooperative, respectful and always up to date with current procedures

## What can Arbitration do?

- Clarification of specific situations
- Resolution of disputes
- Authorize support actions to remedy problems or mistakes
- Create precedents for similar cases

## Essentials of Arbitration

- Members accept Arbitration in the CCA, by the signature on a CAP form and by creating an Account.
- Liability is limited to 1000 euros
- As an Assurer, you may be called to justify an Assurance
- Before the Arbitrator all are equal
- As an Assurer you should be able to explain these essentials to members

## How does Arbitration work?

- Claimant (“Anyone”) notifies [support@cacert.org](mailto:support@cacert.org)
- Support assigns Case Manager and Arbitrator
- Arbitrator investigates and evaluates the case
- Arbitrator makes a ruling
- Arbitrator decides about a relief if needed

## Who may be Arbitrator

- Arbitrators are appointed by Dispute Resolution Officer
- Dispute Resolution Policy states: “Arbitrators are experienced Assurers of CACert”
- Minimum requirement: 50 Experience Points (plus 100 Assurance Points)
- Should have gained some “reputation”, for example by activity on mailing lists or events.

## Some more details

- Dispute Resolution Policy:  
<http://www.cacert.org/policy/DisputeResolutionPolicy.php>
- Default law of CAcert is that of NSW, Australia. This may be changed if all parties agree.
- Based on “Arbitration Act” in most countries
- Arbitration is geared to anglo-american jurisdiction:  
Arbitrations generate precedents to be considered in later Arbitrations.
- More Information: <http://wiki.cacert.org/wiki/ArbitrationForum>
- For specific questions ask [cacert-education@lists.cacert.org](mailto:cacert-education@lists.cacert.org)