

About CAB

VISION

To be the first choice in dispute resolution for Ismaili Muslims through the provision of best in class alternative dispute resolution services and the promotion of dispute prevention.

MISSION

(a) To provide leading edge dispute resolution services for the global Ismaili Muslim community through highly trained and committed volunteers, and

(b) To promote dispute prevention through sister institutions.

VALUES

- ✓ Maintain Confidentiality.
- ✓ Act with Fairness and Neutrality.
- ✓ Provide Excellent Service.
- ✓ Demonstrate Compassion and Commitment.
- ✓ Be Culturally Sensitive.
- ✓ Comply with Applicable Laws and the Ethics of our Faith.

Type of CASES

MATRIMONIAL

- ✓ Disputes between spouses
- ✓ Separation / Divorce
- ✓ Child support and decision-making responsibility
- ✓ Division of matrimonial property
- ✓ Other areas relating to the matrimony

COMMERCIAL

- ✓ Business and partnership disputes
- ✓ Employment disputes
- ✓ Other civil liability matters

FAMILY

- ✓ Inheritance and estate issues
- ✓ Healthcare choices
- ✓ Burial decisions



Any differences must be resolved through tolerance, through understanding, through compassion, through dialogue, through forgiveness, through generosity, all of which represent the ethics of Islam.

Mawlana Hazar Imam
Al Khwabi, Syria
November 9, 2001

About MEDIATION

WHAT IS MEDIATION?

Mediation is a confidential process in which a mediator assists parties to a dispute in reaching their own settlement without providing any suggestions or opinions as to potential solutions to resolve the dispute.

Unlike a judge or jury, the mediator does not make any judgements or declare who is right or wrong. Parties work together, and through the mediator, make compromises to settle their dispute peacefully.

CAB was established by Mawlana Hazar Imam to provide cost-effective dispute resolution services to Ismailis.

CABs can mediate a dispute as long as one party is an Ismaili.

WHY MEDIATION?

- ✓ It's confidential.
- ✓ It's cost-effective.
- ✓ It's a more efficient way to resolve a dispute.
- ✓ It empowers parties to decide for themselves how they would like to resolve a dispute.
- ✓ It allows parties to better understand the other's perspective and point of view.

CAB MEMBERS

All CAB members are appointed by Mawlana Hazar Imam for a three-year term and serve on a voluntary basis.

Reflecting gender balance, diversity, and the plurality of the Ismaili community, CAB members include professionals, social workers, businesspersons and senior community leaders.

CAB members undergo intense training based on internationally accepted mediation standards and that is reflective of Islamic ethical principles.



Ethical CULTURE

CAB's services have an ethical culture and will facilitate the following ethics of Islam:

ETHIC OF HARMONY

Parties view each other not as adversaries but as kin, and regard the dispute as a family dispute which needs a harmonious outcome.

ETHIC OF INTEGRITY

Parties are honest – true to themselves and to each other.

ETHIC OF DIGNITY

Parties behave respectfully and decently towards each other, recognising that each has an inner dignity.

ETHIC OF EMPATHY

Parties listen to each other and try and understand each other's views without any prejudice or judgement.

ETHIC OF FAIR DIALOGUE

Parties engage in fair dialogue. This requires that the parties listen to each other with empathy, and communicate with integrity, and respect.

ETHIC OF COLLABORATIVE ENGAGEMENT

Parties approach issues in a collaborative manner, in a spirit of compromise and the common good, to find creative solutions.

ETHIC OF MORAL REASONING

Parties seek to resolve the dispute based on honesty, fairness, justice, and integrity.

ETHIC OF EQUITY

Parties act fairly and in the spirit of compromise and in a quest for the common good and the willingness to forgive.

ETHIC OF HEALING

In the spirit of kinship, parties focus on healing the underlying relationship using compassion and forgiveness, and 'bandage the wounds' between themselves.



Code of **CONDUCT**

MEDIATION CODE OF CONDUCT

- ✓ Maintain the confidentiality of the mediation.
- ✓ Express views respectfully and in a civil manner.
- ✓ Listen and engage with an open mind and with the goal to resolve the dispute in an amicable and cooperative manner.
- ✓ Approach the mediation collaboratively, in the spirit of compromise, and seek the common good through creative solutions.
- ✓ Treat all individuals with dignity and respect.

What to **EXPECT**

A CAB member will contact all parties to determine whether they will voluntarily agree to participate in the mediation.

If the parties agree to use CAB's services, they will be required to submit a signed Submission Form confirming their voluntary submission to CAB and participation in mediation in good faith, along with acknowledging the ground rules of the mediation.

The CAB member will explain the mediation process, and the principles and ground rules of mediation.

The CAB member will hold a number of mediation sessions with the parties to explore ways to resolve the dispute in an efficient and timely manner.

Once an agreement is reached, the CAB member will assist the parties in creating a binding settlement agreement.

CAB will follow-up with the parties following the mediation to obtain feedback on the mediation process, to monitor the status of any settlement, and to determine if additional services are needed.

CONTACT

TELEPHONE

EMAIL

WEBSITE

CONCILIATION AND ARBITRATION BOARD



MANDATE

The mandate of the Ismaili Conciliation and Arbitration Boards is to assist the Jamat with disputes arising from commercial, matrimonial, testate and intestate succession, and other civil liability matters in an equitable, efficient, confidential, cost-effective, amicable and constructive manner, and within the ethical principles of Islam.



CONCILIATION AND ARBITRATION BOARD

FOR MORE INFORMATION, PLEASE VISIT US AT