

Alternative Dispute Resolution

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Resolving Disputes With Employees

- **REDRESS®**
REDRESS® is the Postal Service's award-winning mediation program for equal employment opportunity (EEO) claims. For more information on REDRESS®, including answers to frequently asked questions, please visit www.usps.com/redress. For legal advice on issues pertaining to REDRESS®, please contact your [Area Law Office](#) for assistance.
- **Merit Systems Protection Board**
The Merit Systems Protection Board piloted a program for mediating cases appealed to the MSPB. Postal Service cases were included in the pilot. When the MSPB finalizes its mediation program, we will update this website accordingly.
- **ELM 650**
- [Section 650](#) of the Employee and Labor Relations Manual (Nonbargaining Disciplinary, Grievance, and Appeal Procedures) was revised by [Postal Bulletin 22098, 3/20/03](#), to include ADR. Employees who receive a proposed letter of warning in lieu of a time-off suspension, or notice of a proposed adverse action, may now request mediation with the proposing official as an alternative to the traditional right to respond to the deciding official.

Resolving Disputes With Suppliers

The Postal Service supports and encourages the use of alternative dispute resolution to resolve disputes with suppliers. As the Purchasing Manual states (6.8.1.b):

It is Postal Service policy to resolve contractual issues by mutual agreement at the level of the contracting officer. In addition, the Postal Service supports and encourages the use of alternative dispute resolution (ADR) as an effective way to understand, address and resolve conflicts with suppliers. The contracting officer, working with the purchase team, should consider an ADR method to resolve a dispute, if agreed to by the supplier. ADR methods may include informal negotiation, mediation by a neutral third party, facilitation by an ombudsman, or other approved methods. These efforts to resolve differences should be made before the issuance of a final

decision on a claim. Even when the supplier does not agree to use ADR, the contracting officer, working with the purchase team, should consider holding informal discussions between the parties in order to resolve the conflict before the issuance of a final decision.
