

DC Meeting 01

18 November 2020

For Information



Welcome and Introductions

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For Decision



Review of outstanding actions

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TDC Outstanding Actions



TDC Actions Log

ID	Meeting and Agenda Item	Status	Action	Date Raised	Owner	Target Completion Date	Comments and Update
Action 38_02	CPW092 Unified Disputes Process and Committee	Open	MOSL to get in contact with GDPR committee about security of KissFlow.	15/07/2020	Secretariat	TDC 40	



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CPW092

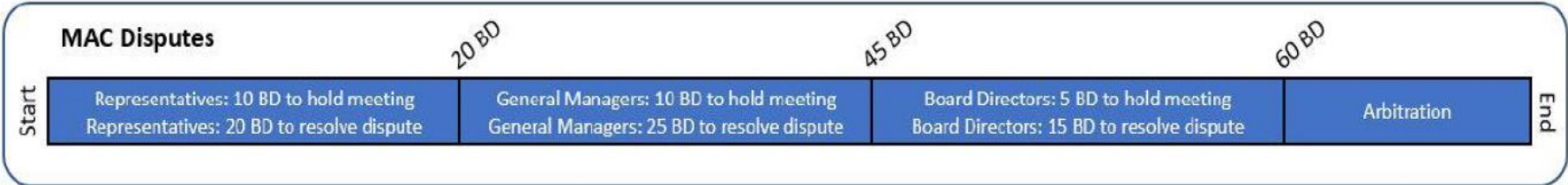
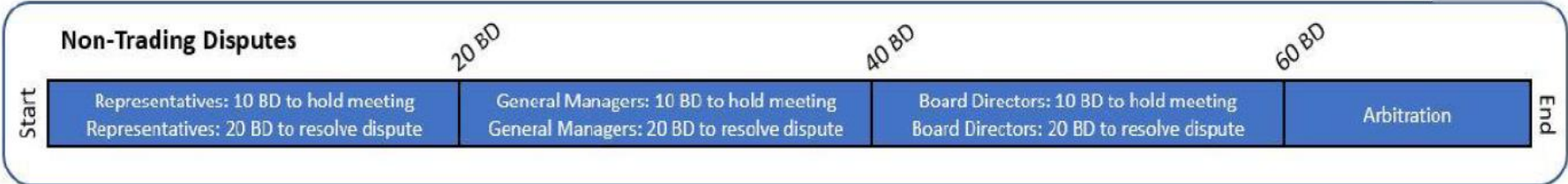
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Why change?

- ◆ Simplify the disputes process.
- ◆ Prevent disputes overlapping.
- ◆ To streamline the dispute process to mitigate against disputes being open for an extended period of time.
- ◆ To provide a committee to resolve disputes across all dispute types.

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Current Timeframes



What is changing?

- All dispute types will now follow the same Dispute Resolution Process.
- Clear concise timescales.
- Panel Confirmed Chair and members of TDC carried over to DC

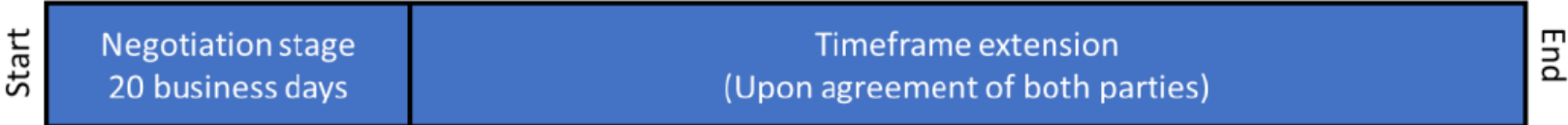


CPW092 Timeframes

Example 1: Dispute utilizing every step of the process



Example 2: Dispute with extended resolution period



Example 3: Dispute with urgent escalation to Committee



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Kissflow demonstration

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Update on new and open disputes

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Non-Trading Disputes

Details of outstanding disputes to be shown on this slide prior to DC meeting 01



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Any Other Business

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