**Overview of Florida Grievance Process/How it works**

**Honorable Rodney Smith, Chair, Supreme Court Committee on ADR Rules and Policy**

 **Janice M. Fleischer, Esq., Director, Florida Dispute Resolution Center**

* Flowchart
* Current Rules
* Supreme Court appointed Mediator Qualifications Board
	+ - * Hears all grievances
			* 4 year staggered terms
				+ 3 divisions

Judges

Non mediator lawyers

Certified mediators from all areas

* + - * Investigatory separate from Adjudicatory
				+ Complaint committees
				+ Panels
			* Distinction between Good Moral Character and Rule Violation
				+ Burden of proof
				+ How committee sits
* Complaint Committees (Investigatory)
	+ - * Good Moral Character
				+ Sit for a year/one from each division
				+ Hear all GMC matters
			* Grievance Complaint Committee
				+ 3 MQB Members
* Hearing Panel (adjudicatory
	+ - * 5 members- Judge as chair
			* In person hearing with Decision
			* Admission and Stipulation to Panel- no in person necessary
			* Dismissal or Sanctions- published
* How committees are chosen and how DRC involved
* Anecdotal evidence of violations/suggestions
	+ - * Ignoring parties for their attorneys
			* Cell phones/smart phones/texting/emails and confidentiality
			* Conducting mediations in another language
	+ Pending Petition to completely revise current discipline rules