



The Supreme Court's No-Fault Standing Committee and the American Arbitration Association (AAA®) understand the importance that the Minnesota No-Fault user community has the utmost confidence in the arbitration process and the arbitrators who serve on the No-Fault Panel. Therefore, the Committee, with the support of the AAA, has established the Standards of Conduct for Minnesota No-Fault Arbitrators. These Standards provide arbitrators with guidance on how to conduct themselves in a fair, impartial, and neutral manner while serving on the No-Fault Panel.

In addition, the Committee established the below procedures and complaint form to address violations of the Standards of Conduct, should any arise. The Committee takes all complaints very seriously and thoroughly investigates any and all allegations of misconduct.

Please note that your complaint will not be anonymous. The arbitrator will be provided with a copy of your complaint, as well as any supporting documents to support your allegation(s). If necessary, opposing counsel may also be provided with a copy of some or all documents.

Lastly, this complaint process is private and shall not, at any time, be discussed with anyone other than the No-Fault Standing Committee Investigator(s) or the AAA.

**Procedures:**

1. After a complaint has been filed with the American Arbitration Association (AAA), the complaint will be assigned to a No-Fault Standing Committee Investigative Member(s). The Member(s) will contact the complainant to schedule an interview with the Complainant, as well as anyone else whom they deem necessary in order to thoroughly investigate the allegation(s).
2. Upon completion of the investigation, the Investigative Member(s) will provide the No-Fault Standing Committee with their findings and recommendation. The Committee will make the final decision of whether any violation has occurred, and if so, recommend what sanction(s) would be appropriate.
3. The Complainant and Arbitrator will be notified, in writing, of the Committee's decision.

**Scope of Authority:**

The No-Fault Standing Committee does not have the authority to overturn an award; therefore, an award itself may only be challenged in accordance with Rule 38 of the Minnesota No-Fault Rules of Arbitration Procedures.

**Minnesota No-Fault Arbitrator Complaint Form**  
**Confidential**

Contact Information			
Name: (Name of Complainant – Please Print)			
Phone:		Email Address:	
If you are a party representative, who do you represent?			
Case Information			
Name of Parties:		Case Number:	
Name: (Name of Opposing Representative – Please Print)			
Phone:			
Has a hearing been held?:	Yes	No	If no, when is the hearing scheduled?
Has an award been issued?:	Yes	No	If no, when is the award due?

**Minnesota No-Fault Arbitrator Complaint Form (Cont.)****Complaint Information**

Name of Arbitrator:

Date of Incident(s):

Please identify the provision(s) of the Standards of Conduct for Minnesota No-Fault Arbitrators that you believe have been violated. You may review the Standards of Conduct by visiting the AAA website at [www.adr.org/MNNo-FaultDR](http://www.adr.org/MNNo-FaultDR).

Please describe the facts that support each violation of the provision(s) as noted above. In the alternative, you may attach a copy of the description. Please attach a copy of any relevant documents that support the allegation.

**Certification**

I hereby certify that everything contained in this complaint is true and correct to the best of my knowledge and belief.

Signature of Complainant:

Date:

*Return completed form to:*

Krista Peach  
Assistant Vice President  
American Arbitration Association  
2355 Highway 36 West, Suite 400  
Roseville, MN 55113

**Questions:** Please contact Krista Peach at [PeachK@adr.org](mailto:PeachK@adr.org) or (612) 278-5114.