

Dispute Resolution Officer

Request for Quote

Title:	Dispute Resolution Officer
Commitment:	Services will be provided on an ad hoc basis under an agreement
Term Length:	Three years
Reporting:	Accountable to the CEO
Submissions open:	August 3, 2026
Submissions due:	August 23, 2026 at 11:59pm

The Alberta Medical Association (AMA) is seeking a contract Dispute Resolution Officer (DRO) to support the implementation of the Member [Code of Conduct](#) (Code) by facilitating respectful and voluntary resolution of complaints between members. The role of the DRO is to find facts, interpret the Codes and support resolution between the complaint parties.

The DRO administers the dispute resolution process in section 5 of the Member Code in a manner that is fair, confidential and aligned with the Code's emphasis on early, voluntary resolution. Consistent with the Member Code, the DRO is responsible for facilitating communication between the parties, making decisions about process and facilitating a mutual resolution for disputes. The role provides general guidance on standards of conduct in the Code to determine relevance for the nature of the complaint, the DRO's assessment of whether dispute resolution will improve or resolve the issues raised in the complaint and the conduct of the parties to the complaint.

The DRO may also be requested to provide recommendations for the Board, Sections, Representative Forum and committee Codes.

The DRO has no ability to make substantive decisions regarding the merits of a complaint and cannot impose resolutions or penalties.

This role supports the AMA's commitment to integrity, respect and relationship-centered engagement.

The objective of this RFQ is to pre-qualify experienced vendors with a pre-determined agreement to be engaged on an as-needed basis for:

- Responding to Code complaints.
- Facilitating dispute resolution between parties.
- Supporting timely, neutral and confidential mediation processes.
- Provide recommendations to the Board, Sections, Representative Forum and committees, if requested, to support their Codes.

QUALIFICATIONS

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|---------------------|--|
| Education/Training: | <ul style="list-style-type: none">• Post-secondary degree in law, public administration, policy, conflict resolution, mediation, negotiations, human resources or a related degree.• Professional certification or training for an ombudsperson, mediation, arbitration, administrative fairness, ethics, confidentiality, equity, diversity, inclusion and cultural safety. |
| Experience | <ul style="list-style-type: none">• Five or more years of experience in mediation, facilitation, conflict resolution and/or coaching.• Demonstrated work applying: procedural fairness/natural justice; right to be heard; impartial assessment; and proportional responses.• Direct experience receiving, assessing, and responding to concerns related to: behavioural standards; harassment, bullying or disrespectful conduct; misuse of authority or positional power; conflicts of interest; boundary issues; and professionalism disputes.• Experience operating independently from management, HR and discipline functions.• Practical knowledge in power imbalances and vulnerable parties.• Experience interpreting, applying or advising on codes of conduct.• Proven understanding of managing highly sensitive information, conflicting expectations about disclosure and situations where confidentiality must be explained and upheld under pressure. |
| Skills | <ul style="list-style-type: none">• Neutrality, impartiality and independence.• Process driven to apply procedural fairness and sound judgment.• Strong privacy literacy to maintain confidential files.• Discretion and professionalism.• Ability to interpret and apply the Codes.• Boundary management and role clarity to avoid becoming an advocate, investigator or decision-maker.• Mediation and conflict resolution to de-escalate conflict and manage disputes.• Assessing risk and seriousness.• Supporting complainants and respondents through sensitive conversations.• High emotional intelligence.• Ability to listen and communicate without judgement or advocacy.• Ability to manage complex interpersonal dynamics.• Managing disclosures involving potential power imbalance, fear of retaliation or reputational risk.• Trauma-informed and culturally safe practice.• Credibility with AMA members. |

KEY ACTIVITIES

1. Intake and Initial Review

- Receive and acknowledge complaints submitted under the Member Code.
- Assess completeness and clarity of submissions.
- Assess personal bias (real, perceived or potential) for the DRO must have no personal interest in a complaint nor a firm opinion about a complaint or the parties before reviewing the file and must report to the CEO if there is a bias.
- Identify if a complaint has legal implications and report to the CEO.
- Identify if Board, Sections, Representative Forum, committees or staff Codes apply.
- Request additional information where required.
- Determine whether a complaint proceeds or is dismissed, in alignment with Code provisions.

2. Triage & Process Determination

Exercise discretion to determine the most appropriate resolution pathway. Assess the:

- relevance of the complaint to the Codes
- applicable sections of the Codes
- conduct of the parties to the complaints
- readiness of parties
- potential for resolution or improvement of the issues raised in the complaint

3. Facilitation of Resolution

Facilitate informal dispute resolution processes, for the complaint parties including:

- Facilitate a fair, confidential and structured process that enables parties to resolve disputes themselves.
- Structure conversations to support constructive dialogue and understanding.
- Facilitate discussions to ensure respectful engagement.
- Assist in developing mutually acceptable solutions that comply with the Code.
- Manage complexity and power dynamics.

4. Coordination of Further Resolution

Where appropriate, coordinate:

- additional facilitated discussions
- referral to an external mediator
- determine when further resolution is appropriate or when a matter should be closed

5. Documentation & Process Integrity

Maintain confidential records in compliance with privacy legislation and restrict access to authorized individuals for:

- complaints submitted
- process steps for the resolution
- correspondence for the complaint
- information gathering for the complaint
- written resolution recommendations and reasons for if the complaint will be referred to further dispute resolution or if the complaint will be closed
- tracking, metrics, surveys and feedback

6. Professionalism

- Ensure procedural fairness for the parties with the rights to:
 - Know the complaint and reply.
 - An unbiased DRO.
 - The DRO that hears the complaint must complete the resolution process and recommendations.
 - Reasons for the recommendations.
- Maintain ethical conduct by acting in a way that is honest, fair and shows respect for others.
- Avoid creating unfairness with institutional bias of practices, beliefs or procedures that can be perceived to give advantage to certain groups or ideas over others.
- Create fairness with:
 - Impartiality by being unbiased (actual or perceived) and neutral in relation to the issues and the parties in a particular complaint.
 - Independence to fulfill the role with freedom to administer responsibilities that are not in control of others.
 - Accountability with responsibility for actions and process.
 - Transparency to the complaint parties by communicating how, why and reasons for the process, recommendations and ending of the complaint.
 - Responsibility is demonstrated by the DRO who heard the evidence and the arguments from parties involved is the individual to take final responsibility for their processes, recommendations and closing the complaint.

DELIVERABLES

Case level outputs of:

- Maintaining complaint records, notes and key communications.
- Record keeping for disclosing personal bias.
- Completing an intake summary with the nature of the concern, applicable Code sections and parties involved.
- Conducting virtual or in-person (at the AMA offices) mediation sessions.
- Documenting options/guidance to the parties with the relevant Code sections, risks, implications and potential pathways.
- Summarizing informal resolution approach.
- Recommending escalation to refer with the reason, nature and any immediate risks.
- Detailing the final outcomes.
- Reporting recommendations when requested by the Board/committee/Representative Forum/Sections.

Periodic reporting of aggregated trends and systemic trends.

SCOPE

The DRO does:

- Fulfill the responsibilities in section 5 of the Member Code.
- Provide a review with recommendations, if requested, as part of the Board, Sections, Representative Forum or committee Codes.
- Explore whether the complaint has merit.

- Interpret the Codes to support the completion of the DRO responsibilities in the complaints process.
- Find facts that assist in resolving a complaint through advice, referrals, discussion and exploration of available options.
- Facilitate communication and dispute resolution processes.
- Provide recommendations to address situations and end complaints.
- Ensure the process is voluntary and resolution-focused.
- Identify when referring a complaint to formal mediation (appointment of a neutral third-party mediator) is appropriate.

The DRO cannot:

- Impose decisions with outcomes or penalties.
- Enforce any form of discipline or institute corrective measures against a member.
- Make binding recommendations on the Board.
- Receive notice or act as an office of notice for the AMA.
- Create policies.
- Form any type of formal relationships such as a solicitor-client relationship.
- Become involved in a legal dispute.
- Have authority over procurement awards or evaluations.

REPORTING

The DRO reports administratively to the CEO and may provide reports to the Board, committees, Sections or Representative Forum when requested. They operate independently of management and decision-making bodies.

INSURANCE REQUIRED

The successful contractor must maintain an insurance policy coverage for:

- Comprehensive General Liability Insurance in an amount of not less than Two Million (\$2,000,000.00) Dollars per occurrence for bodily injury including death and/or property damage. The insurance policy shall be endorsed to include the following: contractual liability (including this Agreement); non-owned automobiles; independent contractors; products and completed operations; excavation, collapse, shoring and pile driving (as applicable); broad form property damage on an occurrence basis; employees and additional insureds; cross liability; contingent employers liability.
- Standard Owned Automobile Liability Insurance in an amount of not less than Two Million (\$2,000,000.00) Dollars per occurrence for bodily injury including death and/or property damage.
- Professional Errors and Omissions Liability Insurance in respect of the Services with policy limits which are the greater of Two Million (\$2,000,000.00) Dollars.

SERVICE MODEL EXPECTATIONS

- The successful contractor will obtain an agreement with the AMA for three years with pre-determined terms. The DRO will invoice the AMA on a per-case basis, when services are rendered. The agreement is renewable upon the discretion of the AMA.

- The expected volume is unknown. The Member Code and DRO have recently been adopted as a new policy with no history for the new organizational requirement.
- Section 5.10 of the Member Code requires the DRO to make best efforts to complete the first four steps of the dispute resolution process within 40 days of determining that the complaint is appropriate for dispute resolution.
- The DRO service expectations are to respond to parties and staff within three business days.
- The successful contractor will collaborate with the CEO, Vice President of Governance, Director of Human Resources and legal counsel.
- The DRO will maintain all documents and correspondence on secure email and file storage within the AMA.

FEES

All pricing must be fully disclosed, inclusive/exclusive of travel clearly stated and valid for the duration of the agreement.

CONFLICT OF INTEREST, CONFIDENTIALITY & PERSONAL BIAS

Respondents must disclose any real, perceived and potential conflicts with current bidders of contractors, rightsholders and advisory, governance bodies or individuals of the AMA.

The successful vendor must sign a confidentiality agreement prior to beginning. All discussions are to be treated as privileged and confidential to the fullest extent permitted under Alberta law.

The successful vendor is required to disclose personal bias for each complaint file.

SUBMISSIONS

Proposals must be submitted by completing the Proposal Template below and sent to HR@albertadoctors.org by August 23, 2026 at 11:59 pm.

Proposal Template

Organization Name:

Individual Service Providers:

Contact Email:

Contact Phone Number:

Summary Expression of Interest (200 words maximum):

Mandatory Criteria	Weight 30%	Response
Conflict of interest disclosure	required	
Insurance	required	
Two references	required	
Five or more years of experience	10%	
Training/certification	10%	
Experience in healthcare/membership organizations	10%	
Responsiveness and Availability	Weight 15%	Response
Availability to respond in three business days	5%	
Availability for urgent mediation	5%	
Geographic flexibility (virtual/in-person at AMA offices)	5%	
Methodology and Approach	Weight 20%	Response
Outline mediation process	10%	
Approach to procedural fairness	5%	
Tracking and reporting of data	5%	
Results and Outcomes	Weight 20%	Response
Resolution rates of fully/partially resolved cases	5%	
Average timeframes to resolution	5%	
Types of disputes successfully resolved	5%	

Reoccurrence of complaints/improved compliance	5%	
Example of improved working relationships, behaviour change or restored collaboration following mediation	5%	
Cost	Weight 15%	Response
Fee schedule for hourly and full-day (8 hours)	10%	
Transparency of fee structure	5%	