



MODULE n. 8	Contract Complaints and Disputes
LECTURER	Prof. Frank Brunetta
LECTURE TITLE	Understanding, Preventing and Resolving Procurement Disputes
OBJECTIVES	<p>Through the use of the Canadian Procurement Ombudsman case files provide students with an understanding of:</p> <ul style="list-style-type: none"> • some of the more prominent factors which tend to instigate supplier procurement complaints/challenges; • the anatomy of typical procurement disputes; and, • Alternative Dispute Resolution (ADR) and how it can be used to diffuse procurement challenges and resolve contract disputes.
DESCRIPTION	<p>The session will introduce students to the role of Procurement Ombudsman of Canada, its genesis, legislated mandate and an overview of how the position operates within the Canadian federal procurement system.</p> <p>Through the use of actual Canadian supplier complaint case files, the lecture will examine the type and nature of the most common contractual complaints/disputes; examine what led to</p>



	<p>the contract award process being contested and why; as well as explore the available recourse/resolution methods.</p> <p>The session will introduce the facilitation/mediation method of resolving contractual disputes and provide some lessons learned from mediating some of the more interesting contract disputes through the Alternative Dispute Resolution approach. Case studies will be used to explore the emotional dynamics of a dispute and the effectiveness of facilitation/mediation in dealing with the dynamics.</p>
<p>CLASS MATERIAL</p>	<p>Powerpoint presentations Case studies</p>