



POLARIS MUSIC PRIZE JURY MEMBER OR ARTIST PARTICIPATION DISPUTE RESOLUTION PROCESS

OVERVIEW

In accordance with the City of Toronto's ["Declaration of Compliance with Anti-Harassment/Discrimination Legislation & City Policy"](#), the Dispute Resolution Process (DRP) is established by Polaris Music Prize to review and resolve complaints about a Jury member or Artists participation in Polaris Music Prize.

The Polaris Board appoints a roster of volunteer Dispute Resolution Officers (DROs) who have relevant professional experience in adjudication and dispute resolution. The DROs do not advocate on behalf of or represent any party in a dispute. The DRP is not a legal proceeding. For greater certainty, the DRP will only consider complaints about the participation or exclusion of a group, or an alleged violation of the rules and policies governing participation.

Complaints about any other Polaris Music Prize activities and decisions not relating to a Jury members participation, and any proposed changes to the by-laws or policies of Polaris Music Prize, will not be considered through the DRP.

OBJECTIVE

- To create systems and processes where the internal stakeholders and the general public can dispute the participation of a Jury member or artist in Polaris Music Prize.

DISPUTE SUBMISSION TO DRP

- A complaint must be submitted by email to [INFO @ POLARISMUSICPRIZE.CA](mailto:INFO@POLARISMUSICPRIZE.CA).
- A complaint must contain all of the following information:
 1. The complainant's name and phone number and/or email address.
 2. The name of the person(s) whose participation or exclusion is the subject of the complaint;
 3. The specific grounds for the complaint.
 4. The main body of the complaint – i.e., the specific grounds and relief sought – is limited to 500 words. No other documents should be submitted

at this stage. Anonymous complaints or use of pseudonyms are not permitted. Complaints that do not contain all of the required information, are longer than 500 words, or are not submitted by email or by the deadline will not be considered.

5. A complainant must elect to proceed by mediation, to be followed by arbitration (if mediation fails), or waive mediation and simply elect to proceed to arbitration. Contact information will be provided to the presiding DRO, who may in turn also provide such information to the group affected by the complaint. Polaris Music Prize cannot guarantee that the names of complainants, or their contact information or complaints, or the results of the DRP, will not become matters for the public record.

TIMELINE TO SUBMIT TO DRP

- The Long List nominations will be posted on June 14, 2022.
- Complaints about a Jury member or artist(s) related to the Long List must be filed by July 1, 2022.
- The Short List nominations will be posted on July 14, 2022.
- Complaints about a Jury member or artist(s) related to the Short List must be filed by August 1, 2022.

In the case of disputes from the general public the matter in question will go to the Polaris Board of Directors for consideration.

RESOLUTION OPTIONS

- There are three avenues or methods available to make a complaint and seek resolution including:
 1. A request for Corrective Action – when not seeking a penalty and within Polaris Music Prize’s authority – this process is outside of the Dispute Resolution process.
 2. A request for Mediation – between the complainant(s) and Polaris Music Prize Participant(s) in an effort to resolve the complaint. The goal of mediation is to come to a workable solution that leaves both sides in agreement with the resolution.
 3. A request for Arbitration – which seeks an independent review of the approval or exclusion of Participant(s), or an alleged violation of the rules and policies governing the award. A complainant may request to start at step one and proceed through the steps or go directly to Arbitration.

DISPUTE PROCESS

- If a complaint is submitted by the deadline established in a given year and contains all of the required information indicated above, a single DRO will be selected by Polaris Music Prize from the roster to preside over the dispute, including both the mediation and/or arbitration, as the circumstances may

require. A single DRO may be selected to preside over two or more complaints that appear to involve substantially similar issues and/or affect the same group.

- The DRO may dismiss a complaint on their own initiative, without requiring further information or submissions from a complainant or affected group, if in their opinion the complaint is frivolous, vexatious, or an abuse of process. For example, a complaint relating to an issue that has been resolved or adjudicated by a prior DRP, whether involving the same or different group(s) and/or complainant(s), shall be considered an abuse of process and be dismissed.
- Otherwise, the mediation and/or arbitration process shall commence within three (3) days of the selection of the presiding DRO. The contact person for the affected group shall be sent a copy of the complaint by the DRO upon commencement of the mediation or arbitration process.
- The DRO has sole authority to (1) issue procedural rulings in the mediation and/or arbitration, including the rights of the complainant and the affected group to present information and/or make submissions in writing or in person; and where an arbitration occurs, (2) make findings based on information and submissions, and (3) render a final decision regarding a group's participation in or exclusion.

RESOLUTION OF COMPLAINTS

- If the affected group does not provide any information or response or participate in the mediation and/or arbitration, the DRP may still continue and the DRO may nevertheless render a final decision regarding that group's participation in or exclusion, which shall be binding on the affected group.
- The entire mediation and/or arbitration process in relation to an affected group shall be concluded no later than one (1) week before the event execution. If the entire mediation and/or arbitration process is not concluded by this deadline, the affected group shall be permitted to participate in or be excluded from the activity, as would be the case prior to the initiation of the complaint(s).
- If the mediation and/or arbitration process is concluded by the deadline, the results (and, where an arbitration occurs, any written reasons for the DRO's final decision) shall be published within 5 days of the conclusion of the process.
- There shall be no appeals or further reviews from any outcome of the DRP.