



Online Dispute Resolution (ODR)

Pilot Program in the Judicial Districts of Hartford and New Haven

What is Online Dispute Resolution?

Online Dispute Resolution (ODR) is a pilot program available in the Judicial Districts of Hartford and New Haven to help parties resolve Contract Collections (C40) cases in a simple, quick and low-cost way.

ODR may save time – most cases resolve within 90 days of the referral to ODR. It may save money – you can participate from anywhere at almost any time, usually without having to take time off from work or other commitments to come to the courthouse. No extra fee is charged for using ODR.

How does Online Dispute Resolution (ODR) work?

Basically, ODR has three steps:

- **Step 1: Opt In**

Everyone in the case must agree to participate in ODR, using the forms provided.

- **Step 2: Exchange Evidence**

Parties exchange evidence related to the case with each other and file it with the court. You may file on paper or electronically. Evidence could include copies of receipts, repair orders, warranties, canceled checks, money orders, bills, contracts, a sworn statement from you or a witness, or any other documents you think might help your case.

- **Step 3: Resolve the Dispute**

The court will schedule a session with a court mediator, at a convenient time for all parties, to settle the disagreement in a way that will work for everyone. You can participate in the mediation by phone, video conference or in person, if you prefer. If you cannot reach an agreement, a judicial authority (Judge or Judge Trial Referee) will decide the case based on the evidence you filed in Step 2.

ODR

is easy, convenient
and efficient.

To learn more, visit www.jud.ct.gov/ODR or email ODR@jud.ct.gov.