



Join the DARC Side!

Soft skills are the hardest of all...

Have you noticed that there never seems to be enough time to do things properly but always enough time to fix them up? That's why you need to engage with dispute avoidance.

Signing up to the Dispute Avoidance and Resolution Commitment (DARC) shows that you work with others to prevent disputes from arising and are pro-active in resolving issues quickly.

5 Rules for effective dispute avoidance

Rule 1:

Identify and evaluate projects risk

Rule 2:

Resolve issues within the project environment

Rule 3:

Give timely notices

Rule 4:

Evaluate change before instructing variations

Rule 5:

Confront conflict early and constructively

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The DART Protocol

Dispute Avoidance and Issue Resolution for Construction Projects



A framework for Success

The Dispute Avoidance and Resolution Toolkit (DART) is a common sense tool for reducing conflict on construction projects. It works by ensuring the project and the supply chain work together to identify this matters most likely to give rise to disputes and introduces a methodology for dealing with issues before they become contentious – and it does it all in accordance with good contract management practice.

DART can be applied to construction and engineering projects of all kinds and values.

DART – Avoidance, better than Adjudication.



“I believe that mediation is a good thing...”

- Lord Neuberger of Abbotsbury

The construction process is inherently risky. Project participants grapple daily with the risks of non-payment, unanticipated conditions, unforeseen circumstances, accidents and jaw-dropping uncertainty.

To deal with these matters and mitigate the risks, parties draft ever more elaborate contract terms. Such an approach usually attempts to pass the risk onto someone else and frequently, the person least able to handle the risk ends up shouldering the burden.

What's more, the construction industry and its clients tend to accept too readily that disputes are part and parcel of everyday construction work. However, few stop to think about what kinds of disputes might arise and how they can be avoided or resolved quickly and with least cost.

Project mediation helps to support the successful delivery of construction and engineering projects by addressing issues before they turn into disputes. Frequently these issues will be about payment, delay, variations and quality of work.

Project mediation permits conflict management and dispute resolution to be integrated into a building contract as part of a collaborative working approach. It offers a number of benefits including:

- A robust conflict management approach with a clear focus on dispute prevention;
- A demonstration that the parties take collaborative working seriously;
- Known costs which form part of the project budget.

