

**ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY
VOLUNTARY REMEDIATION PROGRAM (VRP)**

**Instructions for:
Dispute Resolution**

These instructions are designed to help understand the requirements of Arizona Revised Statutes (A.R.S.) § 49-185(C). Please review the statute in its entirety at

<http://www.azleg.gov/viewdocument/?docName=http://www.azleg.gov/ars/49/00185.htm>

In any dispute between a volunteer and the VRP, the volunteer may request dispute resolution.

- ❖ The volunteer and the VRP shall seek in good faith to resolve the dispute informally.
- If the dispute cannot be resolved informally after 30 days:
 1. The volunteer submits a written statement describing the dispute and the volunteer's proposed resolution.
 - Submit to the VRP within 30 days.
 2. The VRP will review the volunteer's statement and propose a resolution in writing.
 - Deliver to the volunteer within 45 days of receipt of volunteer's statement.
 3. The volunteer may submit a written request for a decision on the dispute by the ADEQ director.
 4. The ADEQ director will review the volunteer's statement and the VRP's response, then make a resolution selection.
 - Written explanation provided to the VRP and the volunteer within 20 days of receipt of volunteer's review request.
- Deadlines may be extended by agreement of the parties.