

BERNARD MORROW

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Bernard Morrow is the principal of Morrow Mediation, a Toronto area based full-service alternative dispute resolution (ADR) firm. Bernard has been successfully providing fair and balanced dispute resolution services at a sensible price since 1994.

In addition to conducting his ADR practice, Bernard was appointed the Complaints Resolution Commissioner for the Law Society of Ontario for a two-year term commencing April 1, 2014. He was re-appointed for a second two-year term commencing April 1, 2016. The Commissioner performs an ombuds role, independently reviewing complaints against lawyers and paralegals that have been closed by the Law Society to ensure they were handled appropriately and the results were reasonable. Having completed his time as Commissioner, Bernard now offers coaching and training to lawyers and paralegals who have an interest in improving client service and avoiding professional conduct complaints.

Practising as a litigator in the early 1990s, Bernard was initially drawn to the ADR field by a desire to achieve more efficient client-centred resolutions to disputes. This led him to take considerable training in mediation and ADR consulting both in Canada and the U.S., making him a more complete advocate and awakening a passion for the field of conflict resolution.

His mediation experience has included providing services to the Financial Services Commission of Ontario (FSCO) and the Information and Privacy Commissioner of Ontario (IPC), as well as conducting a variety of mediations as a private practitioner and as a member of the Ontario Mandatory Mediation Program Roster - Toronto/Ottawa. Bernard has conducted more than 1500 mediations. His areas of focus as a mediator include commercial, employment (including wrongful dismissals), human rights, partnership, construction, estate and insurance (including personal injury and disability) disputes. Bernard prefers to deliver his services in person; however, he offers online dispute resolution (ODR) via various virtual platforms (including Zoom) and encourages the use of ODR in appropriate circumstances.

Bernard's arbitration skills have been built on a strong foundation. Between February 2002 and July 2013, he served as an adjudicator with the IPC, adjudicating more than 300 appeals over that time. In his role at the IPC, he adjudicated complex access to information appeals and issued binding written decisions.

Bernard also regularly serves as an umpire in appraisal hearings, conducted pursuant to section 128 of the *Insurance Act*, for disputes between insureds and their insurers over property damage claims arising under Statutory Condition #11 of Ontario property insurance policies.

Prior to joining the IPC, Bernard worked for two years as Legal Counsel and Senior Facilitator with Ontario's Dispute Resolution Office where he developed and delivered ADR-focused training programs, facilitated complex workplace restorations, and designed and convened large-scale consulting projects involving public and private sector stakeholders.

He has designed and delivered several of his own training programs, including an advanced negotiation course for the University of Toronto's School of Continuing Studies and a certificate program in ADR for the Seneca College of Applied Arts and Technology.

Bernard obtained his B.A. in political science in 1982 and his LL.B. in 1985, both from Western University. In 1988, he was awarded his LL.M. by the London School of Economics and Political Science (LSE) in London, England, in the areas of labour, employment law and human rights. He was called to the Ontario Bar in 1988. In May 2013, Bernard was awarded the Chartered Mediator (C. Med) designation by the ADR Institute of Canada, Canada's only professional designation for practising mediators.

Bernard has completed extensive skill and theory-based ADR training with such organizations as Canadian Dispute Resolution Corporation (Toronto, Canada), CDR Associates (Boulder, U.S.), Transformative Justice Australia (Sydney, Australia) and the Society of Ontario Adjudicators and Regulators (Toronto, Canada).

In August 2020, Bernard was inducted into the [Canadian Academy of Distinguished Neutrals \(CADN\)](#). Bernard served as Chair of the Ontario Bar Association's (OBA) ADR Section Executive in 2008-2009 and currently sits on the Executive as a Member-at-Large. He is also a member of the ADR Institute of Ontario (ADRIO) and the Forum of Canadian Ombudsman (FCO).