

- **Mandatory arbitration** clauses in consumer contracts and employment contracts often **work in favor of the company** rather than the employee or consumer.
- **Arbitrators may not be unbiased.** If an arbitrator has a history of siding against one side in a dispute, that arbitrator may not be chosen, against an arbitrator who has a history of being partial to one side or another.
- The fact that arbitration hearings are not public may put **one side at a disadvantage**.

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