



Online Digital Media Out-of-Court Dispute Settlement Scheme

CALL FOR EXPRESSIONS OF INTEREST FOR APPOINTMENT TO INTERIM PANEL OF CASE DECISION MAKERS

1. Expressions of Interest

Expressions of interest are sought from suitably legally qualified persons (minimum 7 yrs PQE in Ireland) with experience in alternative dispute resolution and media law for consideration for appointment to an interim panel of case decision-makers in disputes concerning online digital media content.

The interim panel will be for a 6-month period from July to December 2026 during which time a process to appoint a longer-term panel will be progressed.

The anticipated level of effort from each panel member is approximately 1-1.5 days (8-12 hours) total amount of work per week. That work is remote and flexible to be spread throughout the week. Decision maker fees are £100-200 per hour.

Further details on the required experience/qualifications and the nomination process can be found under **section 6**.

2. Impress and Ciarb

Impress is a conduct and content regulator of news publishers in the UK since 2016. Ciarb is an independent, Royal Charter approved professional body, that promotes effective dispute resolution and has a diverse global membership of 17,000+ ADR professionals.

3. Out of Court Dispute Settlement Scheme

Impress is partnering with Ciarb to establish a scheme for users/consumers to escalate dispute to an out of court dispute settlement body (ODS) based on the content moderation framework in the EU Digital Services Act.

Ciarb/Impress proposes to establish a panel of specialised case decision makers to review and determine cases, which decisions will be issued to Impress.

Subject Matter Overview

The scheme will provides a service to resolve disputes between individual users and social media or content-sharing platforms over content moderation decisions. The



scheme provides users with a mechanism to challenge a platform's internal decision via an ODS body. This includes situations where a platform has suspended an account, removed a post, or taken action on content, and the user has exhausted the platform's internal appeals process without resolution. The scheme covers illegal content disputes, including privacy, defamation, harassment, bullying, hate speech, incitement, and mis/disinformation. More extreme content categories are outside the scope of the scheme.

Operation of the Scheme

1. Impress will receive case from user and transmit cases to Ciarb.
2. Ciarb will appoint case decision-makers to cases.
3. Case Decision-Makers will review case materials
4. Case Decision-Makers will issue decisions to Impress
5. Impress will issue decisions to parties

Training

Impress will fund and deliver specialist training and certification for all decision makers participation in which training is a mandatory requirement for appointment.

Case Management

Case Decision Makers will be required to adhere to case management and timing protocols on decisions.

Conflicts of Interests

All decision makers will be required to provide a register of interests which will be reviewed by Ciarb prior to referral of cases.

Remuneration

Remuneration will be at rates approved by Comisiún na Meán. Further information is available upon request.

4. Panel Appointment

Impress/Ciarb are currently in the process of soliciting expressions of interest for appointment to an initial 6-month interim panel of 2-6 decision makers until 31 December 2026 with a view to commencing delivering the dispute resolution service as soon as possible.

It is proposed to advertise a process for establishing a larger, longer-term panel comprising 12-15 decision-makers. Interim panel members will be eligible to apply for this longer-term panel.



Ciarb will convene a panel to review all valid expressions of interest and to make appointments to the interim panel. Attempt to canvass support for an expression of interest are strictly not permitted.

Those expressing interest will be assessed against the following criteria:

- Validity of the expression of interest
- Demonstrated knowledge and experience of relevant law;
- Relevant alternative dispute resolution and adjudicative experience

Other factors will be taken into account, including:

- Gender balance and diversity;
- Range of qualifications, experience and competence of panel members to ensure balance in the composition the panel.

Ciarb reserves the right to extend or terminate the panel appointment process at any stage.

5. Key Responsibilities of Decision Makers

Panel members shall be required to discharge the following key responsibilities:

Adjudication of Cases:

Review and resolve disputes related to illegal content and the enforcement of online platform terms and conditions, ensuring compliance with national and EU laws.

Legal Interpretation

Interpret and apply relevant legal frameworks, including the DSA, GDPR, and national laws on illegal content, in a consistent and fair manner.

User Rights Protection

Safeguard user rights by ensuring decisions align with fundamental rights, such as freedom of expression, privacy, and non-discrimination.

Case Management

Handle cases efficiently, ensuring timely and transparent decision-making processes.

6. Qualifications/expertise and Expression of Interest

Decision-makers will be expected observe the highest standards of expertise, professionalism, and ethical conduct in adjudicating cases involving user rights, illegal content, and the enforcement of online platform terms and conditions.

Qualifications/Expertise



The following expertise and qualifications shall be required or are desirable:

Essential Qualifications

- Legal Qualifications: Legal qualification in Ireland and professional experience (minimum of 7 years PQE).
- Arbitration/ADR Accreditation: Accreditation in arbitration or dispute resolution, preferably through Ciarb or an equivalent recognised body.
- Professional Experience: Proven track record in relation to disputes related to online platforms, digital content regulation, or user rights enforcement.
- Specialised Knowledge: Strong understanding of content law, including copyright, privacy, harmful content, and platform liability.

Desired Skills

- Multilingual Abilities: Proficiency in multiple languages to handle international cases effectively.
- Technological Proficiency: Familiarity with technological tools, AI-driven content moderation, and digital platform operations.
- Regulatory Expertise: In-depth knowledge of the Digital Services Act (DSA) and its application in cross-border contexts.

Expressions of Interest

The expression of interest must include:

- a) a detailed CV;
- b) a completed copy of Appendix 1 – Expression of interest Form
- c) identification of two referees

Expressions of interest must be submitted by email to: info@Ciarb.ie

Closing Date

The closing date for receipt of expression of interest for appointment to the interim panel is 12p.m. Wednesday, 15 July 2026.