

# JAMS dispute caseload up in 2023



**Dippy Singh - 26/07/2024 ([CDR](#))**

**The US-headquartered institution's latest figures reveal a jump in new cases – but international appetite for mediation suffers a dip.**

Alternative dispute resolution (ADR) services provider **JAMS** handled 19,464 new cases in 2023 – up 7% from the previous year – with 83% of arbitrations conducted under its own rules and 17% under other procedures.

JAMS' second annual *Global Caseload Statistics* report, released on 15 July, showed the number of new international cases remained stable year-on-year at 241, with parties from a range of jurisdictions including Australia, Brazil, Canada, China, Europe, India, Japan, Mexico, Singapore, and the UK and US.

However, global appetite for mediation took a slight fall, with 42% of international cases opting for this form of resolution, down from 47% in 2022, while arbitration witnessed a modest uptick with 56% of global parties taking this route compared to 50% the previous year.

The main industries driving the disputes include the construction, energy and renewables, entertainment, financial markets, health care, insurance and sports sectors.

Meanwhile, the use of technology remained a key component in international cases, with 41% comprising virtual hearings, while 59% had an in-person element.

The 2023 report marks a deviation from the inaugural 2022 figures, with JAMS opting to only include new cases in its statistics rather than total active cases, which stood at 23,616 in 2022. The institution explained the adjustment allows it to provide a clearer picture of year-over-year activity and better capture the dynamic nature of the ADR landscape.

Commenting on the findings, Chris Poole, CEO of JAMS, said in a statement: “This second annual report shows how essential and valued our services are all over the world. And while these numbers are significant, we would be remiss to highlight them without also commending the incredible work that our neutrals do day in and day out for our organisation.”

In April, JAMS became the first ADR provider to publish specialist rules for the [handling of AI-related disputes](#).

This was swiftly followed by the release of its [new rules for mass arbitrations](#), designed to address the growing trend for claimant-focused firms to [leverage the threat of multiple arbitration-related filing fees to enforce settlements](#).