



## Confidential Mediation Service

*Mediation is a process by which an impartial third party helps people in a dispute to work towards an agreed, future-focussed resolution.*

### What the service provides:

- **Initial briefing meeting** with client stakeholder(s) in order to get background information regarding the situation. This can be conducted by telephone, but is better carried out in person.
- **Pre-meetings** with all parties involved – usually 1 hour duration each – to assess whether the issue can be resolved through mediation; to explain the mediation process; to clarify roles and responsibilities involved in the process and to gain agreement from all parties that they wish to go ahead with the mediation session.
- **Mediation session** – allow up to 3 hours for this process. Two mediators facilitate the session which allows for best practice of co-mediation. This ensures objectivity, impartiality and equality. A private room, on neutral territory, is required to run the session.
- **Post-mediation meeting** with initial client stakeholder(s). Whilst the content of the mediation session is confidential, the client stakeholder will be advised of whether a resolution was achieved and anything the parties may wish to be disclosed.

### Optional follow-up review:

An optional follow-up review session can be arranged, if both parties want it, at a date, time and location to suit all parties. Fees for this follow-up session will be agreed separately with the client stakeholder.

### For further information please contact:

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