

The Mediation Process

Mediation Coordinator receives a request for mediation. This could come directly from you, your line manager, Departmental Administrator, HR or another University staff support service

Mediation Coordinator will contact you and the other parties involved to confirm that you all wish to take part in mediation and to discuss the process with you

Mediation Coordinator allocates mediator(s) to your case and checks that there are no conflicts of interest between either party and the mediator(s)

New mediator(s) allocated if necessary

Mediator(s) confirmed and formally allocated to your case

Mediator(s) arrange to meet with you and the other parties involved separately

Mediator(s) arrange a joint meeting (Chaired by the Mediators)

Follow up meeting if required

Purpose of the first meeting:

1. Discuss the mediator's role
2. Discuss the problem from your perspective
3. Explore & clarify what you want from the mediation process
4. Raise concerns or questions

Purpose of the joint meeting:

1. Discuss the problem in a safe and structured environment
2. Allow each participant equal time and space to talk and be heard
3. Discuss all options and arrive at realistic, agreed outcomes
4. Develop a written agreement
5. Discuss longer term requirements and any follow up arrangements