

Mediation at Imperial: Agreement to mediate



Mediation is a confidential process where a neutral, non-judgemental third party brings the parties in conflict together in a safe environment to facilitate open and honest dialogue as a precursor to helping them find mutually agreed solutions.

This approach operates outside of any formal dispute procedures and is entered into voluntarily by both parties.

The mediators are trained, qualified and adhere to a professional code of practice.

Mediation is underpinned by the principles of confidentiality, respect and courtesy. These help create a safe environment and the conditions to allow people to talk openly, to listen, to express their needs and to explore solutions.

Confidentiality is central to the success of the mediation process. As such, all parties involved in mediation are asked to sign this agreement. Confidentiality ensures that all parties are able to participate freely, fully, openly and honestly during the mediation process.

As a participant I agree that:

1. Any information I give or receive during the mediation process will only be used for the purpose for which it was intended i.e. resolving the conflict through mediation.
2. All information given or received by me during the mediation process is done so in the knowledge that it must remain confidential between the people participating in the mediation process. All reasonable attempts will be made to ensure that nothing is disclosed outside of the mediation process.
3. The duty of confidentiality shall not apply if the mediator reasonably considers that there is a risk of significant harm to the safety or welfare of any person if the information in question is not disclosed.
4. If I have suspended a formal complaint (Resolution Policy and Procedure) to undertake mediation, at the end of the mediation, I understand that it is my responsibility to inform Human Resources within 10 working days either in writing or verbally that either the complaint has been resolved and closed, or that the case has not been resolved and that I wish to re-institute the resolution procedure. If Human Resources have not heard from me within this timescale, I agree that it will be assumed I no longer wish to proceed with my complaint.

If agreement is reached it will be written down during the mediation and signed by all parties participating in the mediation. The parties involved in the conflict will each have a copy. The mediator does not retain a copy.

As part of monitoring and improving the quality of our service you may be contacted after mediation has finished and invited to give feedback.

Use of the mediation process is voluntary. Members of staff therefore have the option to instigate the formal procedures outlined in the Resolution Policy and Procedure at any time they wish.

Signed:..... Date:.....

Name: