**Guide to Workplace Mediation:**

Leeds City College

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**1. Introduction**

Welcome to the Mediation Service at Leeds City College. The Mediation Service offers all employees of Leeds City College an opportunity to engage in an alternative dispute resolution (ADR) process to resolve conflict, which may have arisen in the workplace. The service is free, completely confidential and is run by a network of volunteer Mediators who have been trained and nationally accredited through the Open College Network.

The Mediation Service has been developed with the support of the Total Conflict Management (TCM) Group. TCM are experts in mediation and provide specialist training and support to our fully trained Mediators. In addition, our Mediators work within the framework of the professional standards provided by the Professional Mediators’ Association

Whether you are considering using mediation, or preparing to engage in it as a participant, this guidewill provide you with the information you need to understand the role, process and philosophy of mediation. During mediation, the Mediators work with everyone involved in a conflict situation to explore the parties’ underlying issues, needs, goals and expectations. We apply a series of safe and constructive approaches to help the parties listen to one another and support them to identify areas of commonality and difference. Mediation is often described as an attempt to build bridges. In many respects, this is true, as mediation helps people bridge the gaps, which can remain unresolved when workplace conflict arises.

Resolving workplace conflict can be difficult and tiring. As experienced Mediators, we will support each party every step of the way. By listening carefully to what each party has to say, we will encourage parties to talk about their problems constructively within a safe environment. We will not make judgments or determine who is right or wrong. Instead, we will maintain a neutral and impartial approach throughout the process and support parties before, during and after mediation.

It is important to note that the mediation process is confidential. This is one of the guiding principles of our work and we take it very seriously. If you want to discuss any aspect of mediation, please feel free to contact us (details can be found on page 29).

**2. What is mediation?**

|  |
| --- |
| Mediation is where an impartial third party, the Mediator, helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the Mediator. The Mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The Mediator is in charge of the process of seeking to resolve the problem but not the outcome.  (ACAS (2013) Mediation: An approach to resolving workplace issues, p.8) |

The mediation process is informal, voluntary and will only be used where all parties involved agree to participate.  The discussions that take place as part of the mediation process are confidential.  As the process is informal, participants are not accompanied or represented during the mediation process.

Mediation usually lasts for one full day. A safe environment is created where parties are able to communicate and work towards the restoration of a positive working relationship.

Mediation is a structured process, which enables parties to identify, consider and discuss their own and each other’s current and future needs.

**3. The Mediation Process**

There are six steps within the College’s mediation process:

**Figure 1: Steps in the mediation process**



**Note:** Each of these steps are explained in more detail throughout this guide.

**3.1 Making a Referral**

The Mediation Service is supported by a Mediation Coordinator. The coordinator is available to provide guidance on the mediation process and can help staff to decide if mediation is the best course of action. They can also talk through what mediation is and how to access the service.

Our team of fully trained Mediators are also available to offer advice and guidance.

Contact details for all our Mediators and the Mediation Co-ordinator are available at the end of this guide on page 29 or you can find them on our website at [www.mediation-lcc.appspot.com/index.html](http://www.mediation-lcc.appspot.com/index.html)

If you feel you might benefit from mediation, or you are a third party who would

like to refer colleagues for mediation, the process is simple:

* Complete the online Mediation Service Referral Form and click ‘submit’. The referral form can be found at [www.mediation-lcc.appspot.com/index.html](http://www.mediation-lcc.appspot.com/index.html)

In some instances a manager or another third party might wish to recommend mediation as a possible course of action. In this case a third party referral can be made; however, mediation will not commence unless all the parties involved in the conflict voluntarily agree to participate in the process. In this scenario, the Mediation Coordinator will liaise with the third party referrer to discuss informing the employees of the referral and to gain their consent before proceeding.

**3.2 Confidential calls with parties**

Within five working days of the Mediation Coordinator receiving a referral request, two Mediators will be assigned to the case. They will contact both parties by phone to talk them through the mediation process and answer any questions they might have.

The college uses a co-mediation model, which means that two Mediators will facilitate the mediation process. The appointed Mediators will be fully trained and accredited in mediation; they will be completely independent of both parties and have no vested interest in the outcome.

The Mediators will ensure that both sides are voluntarily entering into the mediation process and that mediation is appropriate for the situation. If the Mediators decide that mediation is not appropriate at this stage, they will advise the parties of the reasons for their decision and may suggest alternative solutions for both parties to consider.

If mediation is a viable option and both parties are willing to enter into the process, the Mediators will explain the next steps and book a suitable venue, time and date for the mediation to take place.

At this stage, the Mediators will also ask each party to sign a Confidentiality Agreement and ask the parties to start considering the mediation process, by using the Goals for Mediation Form. Both parties will also be given a copy of this guide to read.

**3.3 The Individual Meetings**

**The First Individual Meeting**

As far as is practicable, one full day is allocated for the mediation. However, it is recognised that this is not always possible and the Mediators will be flexible with the process when necessary. The first individual meeting, where both mediators meet each participant individually, usually lasts for about an hour. The participants should bring their ‘Goals for Mediation’ form and Confidentiality Agreement with them to this meeting.

The purpose of the first meeting is to:

* Explain and clarify to each party the role of the Mediators and the mediation process;
* Consider the various elements of the dispute and the impact on the individuals involved;
* Identify, through a process of active listening, the history of the situation as well as the future needs and expectations of the participants;
* Discuss the participants goals for mediation;
* Agree terms of reference for the mediation process, which the participants are able to commit to.

The Mediators are there to facilitate the process, not take any decisions, or tell anyone what to do. They will work actively with both parties with a view to helping them look to the future and find a resolution to the situation.

Finally, the Mediators will also explain what happens at the Joint Meeting and will invite all parties to prepare what they want to say during their uninterrupted speaking time (in the form of a written statement). It is important to prepare for this, as it is not always easy to say what you want to, particularly if you are feeling anxious or worried.

**The Second Individual Meeting**

The Second Individual Meeting is relatively short and usually takes no more than half an hour. The purpose of the meeting is to:

* Explore in more detail any issues raised in the first meeting
* Facilitate the sharing of information, ideas and potential ways forward between each of the parties
* Encourage each party to listen to the others perspective and to assist with the development of trust, empathy, respect and understanding
* Agree a way forward, including the preparation for the joint meeting
* Give the parties an opportunity to ‘test’ what they might want to say on a neutral person before the joint meeting

**3.4 The Joint Meeting**

It is important for the effectiveness of the mediation process that the Joint Meeting takes place as soon as possible after the individual meetings. Ideally, the Joint Meeting will take place on the same day as the individual meetings.

The purpose of the Joint Meeting is to:

* Establish a safe and structured environment where all parties can meet to engage in open and honest dialogue;
* Allow both parties the opportunity for uninterrupted speaking time to explain their position and feelings;
* Allow both parties to listen to each other, to respect their points of view and their right to voice it;
* Evaluate all available options and ultimately arrive at a realistic, manageable and agreed outcome;
* Develop an action plan and agreement about how best to work together, and;
* Consider any long-term requirements and follow up arrangements.

The Joint Meeting is a carefully structured process, which follows simple and effective guidelines (see figure 2 below). This is arguably the most important stage of the whole mediation process and entering into the Joint Meeting symbolises a commitment to finding a positive and constructive way forward.

The process is facilitated by the Mediators; however, the outcome is determined by the parties and their commitment to finding positive solutions and reaching an agreement.

**The role of the Mediator during the Joint Meeting**

The Mediator’s role is to act as a facilitator, listen carefully, ensure that ground rules are adhered to, ask open questions, summarise what is said and generally lead the meeting in a positive manner whilst ensuring everyone’s point of view is considered.

**Time out or caucuses**

In some cases, the Mediator may ask for the Joint Meeting to break into smaller one-to-one meetings. These are known as caucuses. A caucus allows parties to take time out without interrupting the flow of the process. A caucus may be called when:

* A difficult issue arises which requires personal and private consideration
* Mediators experience difficult or challenging behaviours
* One or both parties requests time and space to think and reflect

There are six key stages involved in the Joint Meeting, which are detailed below:

**Figure 2: Key stages in the Joint Meeting**



**Stage 1**: The Mediators will open the meeting and explain the ground rules for the mediation, including the purpose of the Joint Meeting and, if one has been drawn up, an agenda for the meeting.

**Stage 2**: After the ground rules have been agreed, each party will have the opportunity to tell their story. This is done during ‘uninterrupted speaking time’. Each party is given the same opportunity to speak and listen.

**Stage 3**: The parties will enter into an exchange of questions and ideas where key issues can be discussed constructively. The Mediators will give the parties space and time to talk to each other. However, they will also ensure the ground rules are adhered to, will listen carefully, ask any open questions as needed and summarise what is being said.

**Stage 4**: As the meeting develops, the Mediators will help the parties to generate a series of options for restoring a positive working relationship. This may happen naturally or the Mediators might use a range of problem-solving techniques to help generate a range of options to move the meeting forward.

**Stage 5:** As the options are discussed, and agreement is reached, the

Mediators will help both parties to draw up an action plan.

**Stage 6:** At this stage the Mediators will draw up a written agreement and ask both

parties to sign it; confirming their commitment to finding a resolution. Both parties will be given a copy of the agreement to take away with them. The Mediators will check who else will receive a copy of the written agreement.

**3.5 Closure**

The Mediators will then close the meeting, focusing on the areas of agreement and the positive outcomes from the session. They will discuss any possible follow up arrangements and agree any further action that may be needed. If it has not been possible to reach an agreement through the mediation process, then the Mediators will attempt to gain agreement from the parties about what will happen in the future.

At the close of the meeting, the Mediators will also collect any notes made during the meeting and destroy them.

**3.6 Monitoring the Service**

To monitor the effectiveness of the Mediation Service, the Mediation Coordinator will send out an anonymous feedback form once the process has been completed. This will allow both parties the opportunity to evaluate their experience of the mediation service. Any information gathered through this process will be used for monitoring and reporting purposes only.

Whilst there is no appeals process associated with the Mediation Service, if the

parties fail to reach an agreement, or for whatever reason, the agreement reached does not resolve the issue, then employees have the right to use other courses of action that may be available.

All parties will be contacted 1, 3, and 6 months after mediation has concluded to establish how their situation has progressed.

**Remember: mediation is only as effective as you want it to be. If you want to find a solution, you will find it. The Mediators will do everything they can to help those involved find a positive and constructive way forward, but in the end, it is the participants who hold the key to finding a positive and sustainable outcome.**

**Appendix A**

**Frequently Asked Questions**

**When is the best time to carry out mediation?**

Mediation is best carried out as soon as possible after a dispute or conflict has arisen and before a formal process is instigated. However, it can be carried out any time.

**How long does mediation last?**

Mediation usually lasts for one full day. However, in more complex cases or in cases involving more than two parties, it may last for up to three days.

**Who are the Mediators?**

All of the college Mediators are fully trained and nationally accredited through the Open College Network. All our Mediators are members of the Professional Mediators Association (PMA).

**Do Mediators tell people what to do?**

No. Mediators do not tell the parties what to do. They do not judge who is right or wrong, nor do they impose a settlement or a solution.

**Is mediation confidential?**

Yes. Both parties sign a confidentiality agreement at the first meeting. Mediators will not disclose anything that has been said during the mediation process without the express permission of the parties. If agreed by both parties, Mediators will provide a copy or summary of the final agreement to the person who sponsored the mediation. Other than a copy of the agreement all notes taken during the process are destroyed, including the notes made for the Joint Meeting. Mediators do not provide evidence in any formal process or employment tribunal.

**Where does mediation take place?**

Mediation takes place in a neutral venue comprising of three rooms; one for each party, for them to use all day, and a room for the Joint Meeting.

**Is Mediation voluntary?**

Yes. Mediators ask each party whether they have entered into the process freely and voluntarily. No one is forced, tricked or coerced into mediation.

**Can I have someone with me during mediation?**

Whilst we recognise that parties may wish to have someone with them, the Mediators will ensure there is a safe environment where parties do not need to bring anyone to support them through this informal process.

**I thought mediation was about us meeting each other. Why do we have to meet the Mediators separately?**

Having separate meetings with the Mediators gives all parties the opportunity to talk about the conflict from their point of view. The Mediators listen to what each party says and explores how each party feels, what their concerns are, and what their underlying needs are.

**What happens at the end of mediation?**

Hopefully, parties will have reached a resolution to their dispute together with a number of points of agreement. These will be written up by the Mediators and given to the parties (usually on the same day). All parties will be contacted 1, 3, and 6 months after mediation has concluded to establish how the situation has progressed.

**Does mediation work?**

Yes. It is widely reported by businesses that mediation successfully resolves around 90% of workplace disputes. However, for mediation to work it requires a commitment from all parties to engage in the process and aspire to finding a positive resolution. When parties enter into mediation with a willingness to listen and to respect each other, to challenge and to be challenged, and to seek a new way of working together, there is a good chance that mediation will work.

**Appendix B**

**Mediator Practice Standards**

Leeds City College abides by a strict code of practice:

* Our work is confidential. We will not give detailed feedback about what is covered during the mediation process unless all parties specifically request us to do so[[1]](#footnote-0)
* Mediation is voluntary. We will not force or coerce you into mediation and will ensure during the process that the parties are there voluntarily
* Mediators do not judge parties and do not assign blame or culpability
* Mediators ensure that they are well prepared for every mediation session
* Mediators ensure that they are well trained in all aspects of dispute resolution
* Mediators engage in a process of continual professional development and reflective practice

**Appendix C**

**Leeds City College Mediation Referral Form**

Please complete all sections of the form.

All fields must be completed before the form is submitted.

1. **Your details**

|  |  |  |
| --- | --- | --- |
| Name | Department | Position |
|  |  |  |
| Contact phone number | Contact email | Typical availability |
|  |  |  |

1. **Details of Participants**

Please note we will contact all parties by phone in advance of the mediation.

|  |  |  |  |
| --- | --- | --- | --- |
| **Participant 1** |  | **Participant 2** |  |
| Name |  | Name |  |
| Department |  | Department |  |
| Position |  | Position |  |
| Contact phone number |  | Contact phone number |  |
| Contact email |  | Contact email |  |
| Typical availability |  | Typical availability |  |

Note: If there are more than two participants please advise in section five below.

**3**. **Nature of participants’ working relationship**

|  |
| --- |
|  |

**4.** **Specific venue requirements (i.e. disabled access)**

|  |
| --- |
|  |

**5.** **Summary of situation**

Please provide a brief summary of the situation including the main issues to be resolved.

|  |
| --- |
|  |

**6. Are there any grievances or other formal processes underway in relation to this conflict?** **YES/NO**

If yes, please provide details

|  |
| --- |
|  |

**7. Is the conflict discriminatory in nature? YES/NO**

If yes, does it relate to: Please tick all that apply.

Race, Disability, Gender, Sexual Orientation, Age, Religion and belief, Other (please state)

**8. Actions taken to date**

Please provide details of any action taken to date to resolve, investigate or otherwise manage the situation including any outcomes.

|  |
| --- |
|  |

**9. Is there anything else happening in the department that could be contributing to the conflict? (i.e. recent restructure) YES/NO**

If yes, please provide details

|  |
| --- |
|  |

**10. Expectations**

Please outline your expectations of mediation.*These will form our terms of reference.*

|  |
| --- |
|  |

**11. Other relevant details**

Are all the participants aware that this case has been referred for mediation? YES/NO

Have the participants been provided with a copy of the ‘Guide to Mediation’? YES/NO

Are all the participants aware that they will be contacted by a mediator prior to mediation commencing? YES/NO

Are the participants aware that the mediation process may take a whole day? YES/NO

***Office use only***

**Administrative check to be carried out prior to allocating mediators –** *this will be done in conjunction with a follow up phone call to the referrer.*

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No**  See below |
| Are the referrer’s expectations appropriate to mediation? |  |  |
| Are the mediators aware of all the issues relating to the case? |  |  |
| Are both parties aware that their case has been passed for mediation? |  |  |
| Have the parties received the ‘Guide to Mediation’? |  |  |
| Have the parties agreed to mediation? |  |  |
| Do the parties understand the mediation process? |  |  |
| Are they available all day? |  |  |
| Is this the only action that has been taken so far to resolve the conflict/dispute? |  |  |
| Have we seen all relevant documents before continuing? |  |  |
| Is there anyone else involved in the conflict? |  |  |
| Does this need to be explored? |  |  |
| Are there any other concerns about whether this should continue to mediation? |  |  |
| Has the venue been booked for the mediation? |  |  |

**Follow up, if any, before proceeding:**

|  |
| --- |
|  |

**Appendix D**

**Introducing Mediation:**

**A guide for HR and Managers**

This sheet provides a useful check sheet for introducing mediation to potential participants.

**What is Mediation?**

|  |  |  |
| --- | --- | --- |
| **Area for Discussion** | **Covered** | |
|  | **Yes** | **No** |
| Mediation is a confidential process – no feedback is given to third parties unless specifically agreed by all parties |  |  |
| The Mediator is a neutral third party – they do not take sides nor do they make judgements about who is right or wrong |  |  |
| Mediation restores working relationships |  |  |
| Mediation is a non-blaming approach |  |  |
| Mediation is highly effective, when all parties agree to mediate, it can work up to 90% of workplace disputes |  |  |

**What can the participants expect from Mediation?**

|  |  |  |
| --- | --- | --- |
| **Area for Discussion** | **Covered** | |
|  | **Yes** | **No** |
| Mediation is a confidential process. All records are destroyed at the end of mediation. The final agreement or a summary of the agreement will only be shared with the express permission of both parties. |  |  |
| The neutrality and independence of mediation – Mediators do not take sides and will remain objective |  |  |
| The Mediator does not judge who is right or wrong or determine an outcome based on evidence |  |  |
| The Mediator will act fairly and equitably at all times |  |  |
| The Mediator will ask difficult and challenging questions but is not there to interrogate or investigate |  |  |
| The Mediator will facilitate communication and dialogue to help an agreement on some, or all, of the issues |  |  |
| The Mediator will help parties agree on a final action plan which will be specific, achievable and will be monitored over time |  |  |
| The Mediator will provide ongoing support and guidance as required for 6 months |  |  |

**What can the parties do to make Mediation work?**

|  |  |  |
| --- | --- | --- |
| **Area for Discussion** | **Covered** | |
|  | **Yes** | **No** |
| Mediation is challenging and requires a high level of commitment from all parties |  |  |
| Mediation will only work if people are prepared to engage fully, openly and honestly |  |  |
| Mediation works best when people are open minded about changing their own behaviours and attitudes |  |  |

**The benefits of Mediation**

|  |  |  |
| --- | --- | --- |
| **Area for Discussion** | **Covered** | |
|  | **Yes** | **No** |
| Mediation provides a chance to talk and hear what is being said |  |  |
| Mediation gives all parties a sense of greater control during the resolution process |  |  |
| Individuals feel listened to by an independent Mediator who will not judge or blame them |  |  |
| Individuals have a far greater stake in the final outcome. |  |  |
| Mediation considers historical factors whilst giving focus for the future |  |  |
| Individuals feel valued by the organisation |  |  |
| Mediation reduces stress, anxiety and fear |  |  |

**Note:** whilst this guide is intended to provide a useful summary of mediation, it is not an exhaustive guide.

**Appendix E**

**Confidentiality Agreement**

Confidentiality is central to the success of the mediation process. As such, all

parties involved in mediation are asked to sign this standard agreement at their first meeting.

The purpose of this agreement is to ensure all parties are able to participate fully, openly and honestly during the mediation process. Please bring this confidentiality agreement to your first meeting with you.

**I agree that:**

1. Any information or documents received or developed during the mediation process will not be used for any purpose other than for resolving this conflict through mediation.
2. All discussions during the mediation process are ‘without prejudice’ and ‘privileged’. This means that nothing said by anyone during the process may be put forward as evidence in any subsequent internal determination process, appeal, Employment Tribunal or Court action.
3. All information received by me or, my representative, during mediation is done so in the knowledge that it must remain confidential and will not be disclosed to anyone else. However, documents which would in any event be disclosable at either an Employment Tribunal or Court hearing will not become privileged by reason of having been referred into the mediation process and will, therefore, still be disclosable.

**What you can expect from the Mediation Service:**

Leeds City College Mediators will not be able to give evidence at an Employment Tribunal or other formal or informal investigation/hearing, or make a statement at any time in the future, relating to any issues arising during or from the mediation process.

All notes taken by Mediators during the process act solely as aide memoirs for them and will be destroyed at the end of the process. We do not retain notes on files.

To enable the situation to be managed beyond mediation, the person who referred the case may receive a copy of the final agreement. They will not receive feedback about any issues raised and/or discussed during mediation or any other factors that occurred during the day.

**I confirm that I am in agreement with the above.**

|  |  |
| --- | --- |
| **Signed** |  |
| **Print name** |  |
| **Date** |  |

**Appendix F**

**Goals for Mediation**

This confidential questionnaire gives you an opportunity to consider your personal needs and goals before starting mediation.

There are no right or wrong answers! Please just use this space to reflect on the positive aspects of what you hope to achieve. If possible, avoid making negative statements about or demands on the other person – please be as open and honest as you can.

Your answers will be discussed between you and the Mediators during the early stages of mediation. Once underlying needs have been discussed, the Mediators will be able to develop a framework for mediation.

Please return a copy of your completed questionnaire to the Mediation Coordinator and bring a copy with you to your mediation as an aide-mémoire for the day.

**Your name:**

|  |
| --- |
| 1. Briefly, please outline the areas that you wish to discuss during mediation |
|  |

|  |
| --- |
| 2. What are your personal needs/goals that you would like to be met through mediation and why are these important to you? |
|  |

|  |
| --- |
| 3. What would a fair outcome look like for all parties? |
|  |

|  |
| --- |
| 4. What are the potential blocks and barriers to achieving the above outcome? |
|  |

|  |
| --- |
| 5. You will be asked to prepare a short opening statement for the start of the Joint Meeting. Please use this space to consider those areas you wish to include in your opening statement (please bear in mind that the Mediator will ask all parties to refrain from using blaming, derogatory, sarcastic, and demeaning or any other inflammatory language) |
|  |

|  |
| --- |
| 6. Do you have any further comments or suggestions regarding the mediation process? |
|  |

**Appendix G**

**Mediation Evaluation Form**

Your feedback is very important to the Mediation Service, as it tells us about your experience of using the service and helps us to understand what we are doing well and where we might need to improve. Please be assured that the information you provide will be treated in the strictest confidence.

|  |  |
| --- | --- |
| Your name |  |
| Mediators |  |
| Date of Mediation |  |

**Please answer the following questions by ticking the box that most accurately reflects how you feel.**

1. **The mediation process was clearly explained to me from the start**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **The information given to me by the Mediators was clear and easy to understand**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **I felt comfortable that confidentiality was respected at all times**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **The Mediators (please tick all the boxes that you agree with, and /or provide feedback below):**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Were impartial |  | Were non-judgemental |  | Helped us to identify and consider a number of options |  | Listened to us carefully |  | Were professional |  |
| Your comments: | | | | | | | | | |

1. **Following mediation my understanding of the other person has improved**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **I feel I was given enough support to express my views**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **From my point of view, the situation has improved following mediation**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **I feel more able to deal with any differences that might arise in future with the same or a different party**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **I would recommend the Mediation Service to a colleague**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **Overall, I am satisfied with the Mediation Service**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Strongly Agree |  | Agree |  | Unsure |  | Disagree |  | Strongly Disagree |  |
| Your comments: | | | | | | | | | |

1. **Anything else you would like to tell us:**

|  |
| --- |
|  |

**Monitoring for Fairness**

The Mediation Service is committed to ensuring that our services are accessible to all staff and that they meet the diverse needs of our college community. The information you provide in this form will be used to help us achieve that commitment. The data collected will be treated as strictly confidential and will only be used for statistical purposes.

Please answer by placing a tick in the appropriate box.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Age** | | | | | | | |
| Under 25 |  | 25-34 |  | 35-44 |  | 45-54 |  |
| 55-64 |  | 65+ |  | Do not wish to disclose | | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Disability: Do you consider yourself to have a disability?** | | | | | |
| Yes |  | No |  | Do not wish to disclose |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Ethnic group** | | | |
| Asian/Asian British |  | Black/Black British |  |
| Chinese |  | Mixed/Multiple ethnic groups |  |
| Other Ethnic Group |  | Other White background |  |
| White British |  | Do not wish to disclose |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Gender** | | | |
| Female |  | Male |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender reassignment:** Is your present gender the same as the one assigned to you at birth? | | | | | |
| Yes |  | No |  | Prefer not to disclose |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Religion and belief** | | | |
| Buddhist |  | Christian |  |
| Hindu |  | Jewish |  |
| Muslim |  | No religion |  |
| Sikh |  | Any other religion or belief (please specify) |  |
| Prefer not to say |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Sexual Orientation** | | | |
| Bisexual |  | Gay man |  |
| Gay woman/Lesbian |  | Heterosexual/Straight |  |
| Other (please state) |  | Prefer not to say |  |

**Appendix H**

**List of College Mediators**

|  |  |  |
| --- | --- | --- |
| **Name** | **Contact**  **number** | **Email** |
| Mala Bagri | 6384 | [Mala.bagri@leedscitycollege.ac.uk](mailto:Mala.bagri@leedscitycollege.ac.uk) |
| Peggy Damiani | 2170 | [Peggy.damiani@leedscitycollege.ac.uk](mailto:Peggy.damiani@leedscitycollege.ac.uk) |
| Jo Hoyle Fox | 2136 | [Jo.hoylefox@leedscitycollege.ac.uk](mailto:Jo.hoylefox@leedscitycollege.ac.uk) |
| Amanda Richardson | 6655 | [Amanda.richardson@leedscitycollege.ac.uk](mailto:Amanda.richardson@leedscitycollege.ac.uk) |
| Andrew Shaw | 2587 | [Andrew.shaw@leedscitycollege.ac.uk](mailto:Andrew.shaw@leedscitycollege.ac.uk) |
| Rebecca Thorpe | 5168 | [Rebecca.thorpe@leedscitycollege.ac.uk](mailto:Rebecca.thorpe@leedscitycollege.ac.uk) |
| Asha Walton |  | [Asha.walton@leedscitycollege.ac.uk](mailto:Asha.walton@leedscitycollege.ac.uk) |
| Stephanie Walwyn | 6310 | [Stephanie.walwyn@leedscitycollege.ac.uk](mailto:Stephanie.walwyn@leedscitycollege.ac.uk) |
| **Mediation Coordinator** |  |  |
| Kate Bell | 2094/  5135 | [mediation@leedscitycollege.ac.uk](mailto:mediation@leedscitycollege.ac.uk) |

For all enquires please contact the Mediation Coordinator in the first instance.

1. Please note: where it is identified by the Mediators during the mediation process that there is a significant risk to either of the parties, confidentiality cannot be guaranteed. [↑](#footnote-ref-0)