



## **Mediation Organisation Code of Good Practice**

A Mediation Organisation which follows Good Practice will:

### **1 MEDIATORS**

- 1.1 Use only those mediators who have been sufficiently trained.
- 1.2 Use only those mediators who have completed a minimum of two and preferably six observerships before undertaking mediations as lead mediator.
- 1.3 Use only those mediators who are in date for mediation-related CPD.

### **2 MEDIATIONS**

- 2.1 Ensure that mediations are carried out under a signed Mediation Agreement supported where appropriate by Mediation Rules.
- 2.2 Ensure that its mediators follow a promulgated Code of Conduct, and Good Practice.

### **3 ADMINISTRATION**

- 3.1 Have an efficient system of administration which amongst other things ensures that only appropriate mediators are appointed to the mediations it supports.
- 3.2 Have an effective system of regular mentoring and peer review.
- 3.3 Have an effective system for obtaining, collating, and reviewing feedback from mediators, mentors, and users.

### **4 COMPLAINTS AND STANDARDS**

- 4.1 Have a published and effective internal complaints resolution system.
- 4.2 Co-operate with the CMC Independent Mediation Complaints Review Body.

### **5 INSURANCE**

- 5.1 Be insured to cover errors, omissions, and negligence: the CMC recommends a minimum of £1 million of such insurance.
- 5.2 Use mediators who are also insured to the same level.

### **6 ETHICS & EQUALITY**

- 6.1 Be sensitive to diversity, equality, anti-discrimination, and confidentiality issues.