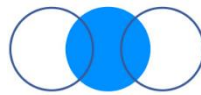


Code	MR.001
Title	Mediation Review Policy
Status	Active
Prepared by	Stuart Hanson
Approved by	Andrew Buckingham
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Contact Officer	Stuart Hanson
Distribution Status	Controlled



MEDIATION REVIEW POLICY

In order to ensure the highest standards of quality in all mediation activities and that Mediators are able to receive proper support and guidance in their roles, each Mediator will be entitled to a Review of their mediation casework on a regular basis (in normal circumstances every 12 months). It is important that good practice be maintained to ensure client satisfaction and reinforce the positive effects that the mediation process can have.

This review will be conducted by the External Supervisor or, in their absence, another suitably qualified Mediator, who has not had day-to-day contact with the cases under review. Where the External Supervisor does not conduct the review, a copy of the written record will be communicated to them, to inform them of the review findings and allow them to be up to date with any Mediators potential needs for guidance or advice.

The Mediator may submit for Review:

- Any cases which have proved challenging, or they feel were towards the limits of their competences
- A random selection of other cases, representing 10% of the work undertaken to ensure a good cross-section, representing the type and content of the work undertaken.

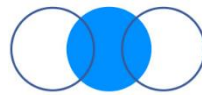
Alternatively, the Office Manager, in consultation with the CEO may select a random 10% sample to be reviewed. The Mediator will be informed in writing that certain of their completed files have been selected for review, to ensure that they can submit any other files which they feel would be appropriate.

Each file will be reviewed individually, with findings of the reviewer returned to the Mediator along with the reviewed files. Where there are general notes/procedural suggestions common to several files, these may be noted in a separate list to ensure that improvements in process or procedure can be applied generally to the Mediator's future workload.

Where areas for concern are identified, the reviewer may make specific suggestions for improvement and require re-submission of a selection of files in a shorter timeframe than 12 months. This is to ensure that corrective action has been taken and the Mediator has taken on board any concerns, improving their individual approach and practice to better serve their clients in the future. This will be recorded in their training plan so that progress can be effectively monitored

Where the reviewer identifies similar problems during several reviews, either in the regular 12 month reviews, or any shorter period they may require, then they are able to suggest further training/development which may be useful for the Mediator. This may be included in the Mediators training and development plan, to ensure that they might receive the support necessary to improve their performance. It should form part of their annual appraisal, so that they can discuss any particular difficulties which may have arisen.

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From an administrative point of view, the details of each case reviewed will be noted on a general review log, which will be maintained separately from the case files. It will contain:

- General information, such as file reference, date of review, identities of the mediator and the reviewer and the method of review used.
- A note confirming that correct adherence to the procedures outlined in relevant guidance notes for the proper conduct of mediation as may be issued from time to time by the FMC or College of Mediators, has been examined and declared satisfactory/in need of correction
- Where and what corrective action needs to be taken including any timescales and follow-up procedures/requirements

Identical details of the review will be appended to the case file itself so that each Mediator may examine the findings in relation to their work and properly identify strategies/areas for improvement.

Details of these Mediation Reviews will be monitored on an annual basis, to ensure that there is a proportional balance of cases reviewed to workload undertaken. It will also feed into any balancing of workload/competences identified in the individual Mediators' annual appraisals to ensure that they are developing their competences with confidence and consolidating their skills base for the future.

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