

A1.1 Service Plan 2024/25 (Document available on request)	22/05/2026
Application form - employment	20/11/2026
Conflict of Interest Disclosure Statement	20/11/2026
A3.1 Written Non-Discrimination Policy	20/11/2026
A3.1a Grievance and Disciplinary Procedure	20/11/2026
Audit Policy & Procedure	20/11/2026
BYOD policy	20/11/2026
C1.1 Documented Staff Structure	20/11/2026
B1.2 Procedure and Process Policy for Signposting and Referrals	20/11/2026
C1.2 Documented Key Roles and Decision-Making Responsibility Structure	20/11/2026
C2.1 Guidelines for Annual Review of Performance	20/11/2026
C4.1 Waiting Room Policy	20/11/2026
Cancellations & Refund Policy	20/11/2026
Certificate of incorporation	N/A
Certificate of re-accreditation	20/11/2026
Change of details form	20/11/2026
Client Care Letter	20/11/2026
Closing Letter	20/11/2026
Confidentiality Agreement	20/11/2026
Cookies Policy	20/11/2026
D1.3 Equality & Diversity Policy	20/11/2026
D1.5 Procedure to ensure staff, volunteer and client safety	20/11/2026
D2.1 Induction Checklist	20/11/2026
D2.4 Staff Training Record	20/11/2026
D2.3 Training and Development Plan	20/11/2026
D3.2 Supervisor arrangements, including external supervisor contract	20/11/2026
D5.1 Evidence of individual mediator competence	20/11/2026
Disability Access Policy	20/11/2026
Disability confident committed certificate	20/11/2026
E1.1 Information and Client Record Management	20/11/2026
E1.2 File Management Procedure	20/11/2026
E2.1 Mediation Review Policy	20/11/2026
F2.1 Process and Time Frames for Family Mediation	20/11/2026
F3.2 Agreement to Mediate	On going
F4.1 Procedure for Child Protection	20/11/2026
F4.2 Guidance for addressing the role of children in mediation	20/11/2026
F5.2 DMS Funding Chart	20/11/2026
F6.1 Client Confidentiality Procedure	20/11/2026
F7.1 Non-Discrimination Policy when instructing or using other suppliers	20/11/2026
G1.2 Complaints Procedure	20/11/2026
GDPR Privacy Notice	20/11/2026
ICO Registration Certificate	20/11/2026
G2.2 Client Satisfaction Procedure	20/11/2026
G2.2a Client Satisfaction Survey	On going
Privacy Policy	20/11/2026
Lone Worker Policy	20/11/2026
Safeguarding Policy and Child Protection Policy	20/11/2026
C3.5 Insurance policy to be displayed at all premises	20/11/2026

## Review Dates for Policies & Procedures

F1.1 Assessment Form	Ongoing
D3.1 Supervisor Self Declaration Form for each mediator	27/05/2023
Legal Exchange contract	01/06/2024
Use of interpreters policy	01/06/2024
WhatsApp group terms and conditions	23/03/2023