

A1.1 Service Plan 2020 (Document available on request)	01/12/2020
Application form - employment	01/06/2022
Conflict of Interest Disclosure Statement	01/06/2022
A3.1 Written Non-Discrimination Policy	01/06/2022
A3.1a Grievance and Disciplinary Procedure	01/06/2022
Audit Policy & Procedure	01/06/2022
BYOD policy	01/06/2022
C1.1 Documented Staff Structure	01/06/2022
B1.2 Procedure and Process Policy for Signposting and Referrals	01/06/2022
C1.2 Documented Key Roles and Decision-Making Responsibility Structure	01/06/2022
C2.1 Guidelines for Annual Review of Performance	01/06/2022
C4.1 Waiting Room Policy	01/06/2022
Cancellations & Refund Policy	01/06/2022
Change of details form	01/06/2022
Client Care Letter	01/06/2022
Closing Letter	01/06/2022
Confidentiality Agreement	01/06/2022
Cookies Policy	01/06/2022
D1.3 Equality & Diversity Policy	01/06/2022
D1.5 Procedure to ensure staff, volunteer and client safety	01/06/2022
D2.1 Induction Checklist	01/06/2022
D2.4 Staff Training Record	20/07/2020
D2.3 Training and Development Plan	01/06/2022
D3.2 Supervisor arrangements, including external supervisor contract	01/06/2022
D5.1 Evidence of individual mediator competence	01/06/2022
Disability Access Policy	01/06/2022
E1.1 Information and Client Record Management	01/06/2022
E1.2 File Management Procedure	01/06/2022
E2.1 Mediation Review Policy	01/06/2022
F2.1 Process and Time Frames for Family Mediation	01/06/2022
F3.2 Agreement to Mediate	01/06/2022
F4.1 Procedure for Child Protection	01/06/2022
F4.2 Guidance for addressing the role of children in mediation	01/06/2022
F5.2 DMS Funding Chart	01/06/2022
F6.1 Client Confidentiality Procedure	01/06/2022
F7.1 Non-Discrimination Policy when instructing or using other suppliers	01/06/2022
G1.2 Complaints Procedure	01/06/2022
GDPR Privacy Notice	01/06/2022
ICO Registration Certificate	12/02/2021
Worldpay Information Security Policy	01/09/2022
G2.2 Client Satisfaction Procedure	01/06/2022
G2.2a Client Satisfaction Survey	01/06/2022
Privacy Policy	01/06/2022
Lone Worker Policy	01/06/2022
Safeguarding Policy and Child Protection Policy	01/06/2022
C3.5 Insurance policy to be displayed at all premises	23/02/2021

F1.1 Assessment Form	Ongoing
D3.1 Supervisor Self Declaration Form for each mediator	01/05/2021