

TCM Announces Significant Dispute Resolution Pilot Scheme with Metropolitan Police

The TCM group have been approached once again by the Metropolitan Police to design, develop and deliver a constructive dispute resolution system. This forward-thinking pilot aims to develop a bespoke “Local Resolution System” which would exploit current best practices, embedding skills necessary to deal with the [Investigation and Mediation](#) of complaints within the Metropolitan area.

The TCM Group was approached for a number of reasons:

- To respond to difficult interactions with customers and other community stakeholders
- To investigate complaints quickly and effectively
- To mediate complaints and bring them to a satisfactory, win-win resolution
- To prevent conflicts escalating, nipping issues in the bud.
- To stay in line with practices encouraged by the Independent Police Complaints Commission (IPCC) and The Taylor Review of the police officer disciplinary arrangement

The TCM Group has a long history of working with police forces and justice organisations across the UK to help develop and promote alternative approaches to handling and resolving disputes. We have set-up and developed mediation schemes with the Kent Police, Hertfordshire Police, the British Transport Police etc and we are delighted to be working with the Metropolitan Police to offer mediation in a new area of resolving complaints.

For TCM, mediation is a relationship and like any other relationship must be nurtured and worked at. We encourage constant communication, promote the learning and use of skills to help prevent disputes in the first instance and/or resolve them at escalated stages. This is all in aid of counteracting time-consuming work grievances, low morale, undermined work performance and worst case scenario, the lengthy and costly monster- Litigation.

We are encouraging all our subscribers to challenge us with their Mediation questions through our “Ask the Mediator”. These solutions will be published in our Newsletter at the end of July. Please send your mediation questions to tinu.fagbemi@thetcmgroup.com

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