

EUROPEAN CODE OF CONDUCT FOR MEDIATORS

This code of conduct sets out a number of principles to which individual mediators can voluntarily decide to commit, under their own responsibility. It is intended to be applicable to all kinds of mediation in civil and commercial matters.

Organisations providing mediation services can also make such a commitment, by asking mediators acting under the auspices of their organisation to respect the code. Organisations have the opportunity to make available information on the measures they are taking to support the respect of the code by individual mediators through, for example, training, evaluation and monitoring.

For the purposes of the code mediation is defined as any process where two or more parties agree to the appointment of a third-party – hereinafter “the mediator” - to help the parties to solve a dispute by reaching an agreement without adjudication and regardless of how that process may be called or commonly referred to in each Member State.

Adherence to the code is without prejudice to national legislation or rules regulating individual professions.

Organisations providing mediation services may wish to develop more detailed codes adapted to their specific context or the types of mediation services they offer, as well as with regard to specific areas such as family mediation or consumer mediation.

1. COMPETENCE AND APPOINTMENT OF MEDIATORS

1.1 Competence

Mediators shall be competent and knowledgeable in the process of mediation. Relevant factors shall include proper training and continuous updating of their education and practice in mediation skills, having regard to any relevant standards or accreditation schemes.

1.2 Appointment

The mediator will confer with the parties regarding suitable dates on which the mediation may take place. The mediator shall satisfy him/herself as to his/her background and competence to conduct the mediation before accepting the appointment and, upon request, disclose information concerning his/her background and experience to the parties.

1.3 Advertising/promotion of the mediator's services

Mediators may promote their practice, in a professional, truthful and dignified way.

2. INDEPENDENCE AND IMPARTIALITY

2.1 Independence and neutrality

The mediator must not act, or, having started to do so, continue to act, before having disclosed any circumstances that may, or may be seen to, affect his or her independence or conflict of interests. The duty to disclose is a continuing obligation throughout the process.

Such circumstances shall include
any personal or business relationship with one of the parties,
any financial or other interest, direct or indirect, in the outcome of the mediation, or
the mediator, or a member of his or her firm, having acted in any capacity other than mediator for one of the parties.

In such cases the mediator may only accept or continue the mediation provided that he/she is certain of being able to carry out the mediation with full independence and neutrality in order to guarantee full impartiality and that the parties explicitly consent.

2.2 Impartiality

The mediator shall at all times act, and endeavour to be seen to act, with impartiality towards the parties and be committed to serve all parties equally with respect to the process of mediation.

3. THE MEDIATION AGREEMENT, PROCESS, SETTLEMENT AND FEES

3.1 Procedure

The mediator shall satisfy himself/herself that the parties to the mediation understand the characteristics of the mediation process and the role of the mediator and the parties in it.

The mediator shall in particular ensure that prior to commencement of the mediation the parties have understood and expressly agreed the terms and conditions of the mediation agreement including in particular any applicable provisions relating to obligations of confidentiality on the mediator and on the parties.

The mediation agreement shall, upon request of the parties, be drawn up in writing.

The mediator shall conduct the proceedings in an appropriate manner, taking into account the circumstances of the case, including possible power imbalances and the rule of law, any wishes the parties may express and the need for a prompt settlement of the dispute. The parties shall be free to agree with the mediator, by reference to a set of rules or otherwise, on the manner

in which the mediation is to be conducted.

The mediator, if he/she deems it useful, may hear the parties separately.

3.2 Fairness of the process

The mediator shall ensure that all parties have adequate opportunities to be involved in the process.

The mediator if appropriate shall inform the parties, and may terminate the mediation, if:

a settlement is being reached that for the mediator appears unenforceable or illegal, having regard to the circumstances of the case and the competence of the mediator for making such an assessment, or

the mediator considers that continuing the mediation is unlikely to result in a settlement.

3.3 The end of the process

The mediator shall take all appropriate measures to ensure that any understanding is reached by all parties through knowing and informed consent, and that all parties understand the terms of the agreement.

The parties may withdraw from the mediation at any time without giving any justification.

The mediator may, upon request of the parties and within the limits of his or her competence, inform the parties as to how they may formalise the agreement and as to the possibilities for making the agreement enforceable.

3.4 Fees

Where not already provided, the mediator must always supply the parties with complete information on the mode of remuneration which he intends to apply. He/she shall not accept a mediation before the principles of his/her remuneration have been accepted by all parties concerned.

4. CONFIDENTIALITY

The mediator shall keep confidential all information, arising out of or in connection with the mediation, including the fact that the mediation is to take place or has taken place, unless compelled by law or public policy grounds. Any information disclosed in confidence to mediators by one of the parties shall not be disclosed to the other parties without permission or unless compelled by law.

CIVIL MEDIATION COUNCIL

MEMBERS' COMPLAINTS RESOLUTION SERVICE

complaintsresolution@civilmediation.org

1. One of the objectives of the Civil Mediation Council is to promote standards and good practice in mediation. Integral to the concept of good practice is a means of resolving disputes or complaints that may occasionally arise about the conduct of the mediator, mediation organisation or mediation trainer ("members").
2. Ordinarily these will be resolved by the system that has been put in place by the member as part of good practice. But there may be instances (and experience suggests that these will be rare) where the system does not resolve complaints and disputes about the member.
3. The CMC does not believe that it should take on a regulatory role and determine or decide such matters. It does, however, believe that it is appropriate to the CMC's wider promotion of mediation for it to offer CMC members who find that they face an unresolved complaint a further option.
4. The CMC has announced that from 1st January 2008 members of the CMC will have access to a complaints resolution service whereby either a member, or a client of a member, who has exhausted the member's own complaints process, can refer the matter to the CMC for resolution. Resolution, of course, will be through mediation.
5. The process is simple. The CMC has a panel of 20 mediators who have each conducted at least 20 mediations who are prepared to work on a fixed fee basis to resolve complaints. The list is maintained by the CMC's administrator admin@civilmediation.org and is both regionally and mediation organisation diverse to avoid the risk of conflict - and to minimise travel costs.
6. The procedure for using the scheme is that either the member, or the client of the member, should contact the administrator who will establish (1) that the complaint is about a member; and (2) that the complaint has been through and exhausted the member's own complaints process.
7. The Registrar will then contact the other disputant to confirm that they are willing to use the CMC's Complaints Resolution Service. If so the administrator will send the disputants a standard agreement to mediate and once it has been completed will conduct a basic conflict check before choosing three candidate names from the panel.
8. These candidates will be asked by the administrator whether they have any objection to being offered as mediators under the scheme to the matter involving the member. If they do not then they will be put forward to the disputants for a choice to be made.

9. In default of agreement by the disputants, then provided the disputants wish to continue to use the scheme, the administrator will forward three further and similarly checked names to the President of the CMC for an appointment to be made.

10. Once the mediator has been appointed, the administrator will agree a date, time, and a venue and the matter will proceed in the normal way. The disputants will bear the cost of the venue (if any) and any travel, each paying half.

11. The mediation will be time limited to two hours plus any reading. The mediator will act for a fixed fee of £250+VAT which the CMC will bear.

12. To use this service, please contact by email the administrator at complaintsresolution@civilmediation.org .