**Checklist for Mediation - Department Administrators or departmental HR contacts**

**A Before you start booking and arranging mediation, make sure that:**

1. You have agreed mediation with your HR Business Partner (HRBP) as an appropriate way forward. (They can also help you select a mediator.)
2. You (or your HRBP) have spoken to the parties concerned to explain what mediation is and isn’t, answer any questions they have, and secure their agreement to mediate.
3. The parties have signed and returned the agreement to mediate.
4. An appropriate mediator has been contacted to ensure their availability and suitability.

**B Booking the mediation**

1. The University uses two external mediation providers:
* Steve Hindmarsh Ltd, who are best placed for academic members of staff owing to their sector knowledge and insight into the collegiate University; and,
* TCM Group, who are more suited for support and professional services staff.
1. ACAS also provides a mediation service although this has not been tried by the University (as at October 2019).

**C Arranging the mediation (once the parties have agreed to mediate and a suitable mediator has been selected)**

1. Contact the mediator to agree how much time should be set aside for mediation (usually one day). Consider suitable dates with the mediator and ask what the mediator needs from you in terms of venue and equipment. Contact the parties and find suitable dates for all parties and the mediator.
2. Find a suitable, neutral location for mediation, e.g. a room that is away from the parties’ workplaces, that is quiet and has enough space. You will usually need two more separate rooms so that each party can have some time alone if needed. This should be booked and paid for (if relevant) by the department.
3. Confirm the venue and start time with the mediator and parties concerned.
4. Ensure that the mediator arrives first and that you or a colleague who is briefed and confident in handling the situation is available to meet the mediator and the parties.
5. Arrange for the parties to arrive at slightly different times, so that they do not enter the venue together.
6. Ensure that the mediator has what is required before you leave.
7. Ensure that the mediator can contact you or another, briefed, colleague for additional support during the mediation day if required.
8. Check with the mediator how mediation will conclude and what they need from you.

**D After mediation has taken place**

1. The mediator will follow up with you at the end of the day or shortly afterwards.
2. You will be informed that mediation has taken place. The parties will receive a mediation agreement which may be shared with you or the line manager(s) if all parties are in agreement, so that actions that need departmental input can be taken forward.
3. The parties will be contacted by the mediation provider after an agreed period of time (often 2-3 months) to review progress, and you should also check in with the mediator to see if any further actions or support are required.