

Mediation for Complaints

Mediation is one of the options that can be used as a way of addressing a complaint. The mediator, an independent third party, does not take sides or make judgements but makes sure that everyone gets a chance to tell their version of events, hear the other side, work through the issues that are important to them and come to an agreement on the way forward. The parties to the mediation are in control of finding the solution and often feel more empowered and satisfied with the outcome than those who use a third-party decision-maker.

Mediation provides an opportunity for each party to:

- Talk about what happened and how this made them feel
- Listen to the experience of the other party
- Discuss a way forward
- Give explanations
- Consider what needs to happen to prevent a repeat occurrence in the future

Mediation provides the potential to reach an agreement about the way forward, which may include:

- An acknowledgement of the inconvenience, anxiety, distress or discomfort that gave rise to the complaint
- A better understanding of the circumstances that led to the complaint
- An apology
- An agreed action plan

Mediation is voluntary and will only take place if both parties agree to use it; parties can withdraw from mediation at any point. Mediation is confidential; this means that the terms of discussion will not be disclosed to anyone outside of the mediation without everyone's agreement. Any time limits for the complaints process are suspended while mediation is pursued.

Access to Mediation

Scottish Mediation has a website with information about mediation and a list of accredited mediators.

www.scottishmediation.org.uk

There is also a Mediation Helpline which provides information and advice and can appoint a suitable mediator for specific cases.

Scottish Mediation Helpline - 0130 556 8118

Mediating Skills Workshop

Scottish Mediation delivers workshops to enable those dealing with complaints to develop their conflict resolution skills based on basic mediation techniques. The workshop also helps people to identify how mediation can be helpful for complaints.

The workshops are delivered over three hours with up to sixteen participants.

For further information contact :-

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