

May Millward  
Project Officer

# Scottish Mediation

- Mediation Helpline
- Accreditation of mediators and mediation training
- Mediation Skills Workshops

# Mediation in the Public Sector in Scotland

- **NHS**
- **Scottish Legal Complaints Commission**
- **Local Authorities**
- **Housing Associations**
- **Universities**
- **Scottish Government**
- **Scottish Prison Service**
- **Planning**
- **Access**
- **Civil Justice**

[www.scottishmediation.org.uk](http://www.scottishmediation.org.uk)

- - Information on Mediation
- - Find a Mediator
- - Training providers

Mediation Helpline - 0130 556 8118

CPD for Mediators

Mediating Skills Workshop

# Scottish Mediation Ch



- When differences arise between us and another person or organisation, we are prepared to explore the use of mediation in good faith to resolve disagreements.
- Where appropriate and suitable, we will insert a mediation clause in any of our contracts, agreements, or forms
- We will seek to promote mediation to our staff and engage them in ways to equip them with the knowledge and skills to constructively resolve disagreements.

**M2020**

**MEDIATION2020**

Turning disagreement into opportunity