

Mediation Practice Standards

Our mediators want our clients to feel confident in their techniques, expertise and ethical conduct. These standards set out the principles and methods that we will employ to ensure a high quality service.

Informed Choice

Referring officers are supported and encouraged to explain the mediation process and obtain consent from all involved before referring a case to mediation. It is important that participants enter the process voluntarily and are not placed under pressure to engage. Catch22 mediators are always willing to talk to participants who are unsure and will always reinforce the voluntary nature of the process. Catch22 mediators will arrange initial assessment meetings with participants separately where the process will be fully explained and the mediator will assess whether mediation is the appropriate course of action for the case and the participants concerned.

Engaging Parties

Catch22 mediators will always do our best to engage participants who have consented to our involvement. We will attempt to contact participants by phone and email in the first instance. If participants do not respond then, with the agreement of the referrer, we will write to them giving them 7 more days to engage in the process before a case is closed.

Impartiality

Catch22 Mediators will always conduct mediations fairly and even-handedly. If a mediator cannot treat a case impartially they will withdraw from the case so their line manager can reallocate it.

Confidentiality

Catch22 Mediators will always discuss confidentiality issues at the outset. Mediators will seek consent to share information among participants and to a limited extent referrers and explain the importance of not discussing the case outside of the mediation participants. We will also explain the circumstances in which we do have to disclose information to the authorities and provide parties with data protection information.

Quality Assurance

Catch22 Mediators will conduct mediation in accordance with these standards. Mediators will only accept cases that they can deliver diligently, safely, professionally and in a timely manner. If appropriate they will provide the referring officer with regular updates on the progress of the case and provide a summary of work completed after the case is closed.

Competence and CPD

Catch22 mediators have completed accredited mediation courses. They are required to attend regular Safeguarding training and are subject to DBS checks. Mediators have regular supervision and team meetings to facilitate reflective practice and skill development.

Volunteers

Catch22 sometimes uses volunteer co-mediators. They are DBS checked and vetted by Catch22 and will only attend with a qualified mediator. There are many advantages to co-mediation for Catch22 and it is an excellent opportunity for volunteers who wish to learn about mediation.