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# Accessible Mediation Policy

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**November 2009**

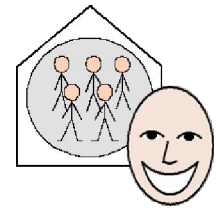
*This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.*

*The complete policy statement can be found within the Mediation Policy document available from the Admin Team at the Consortium Office.*

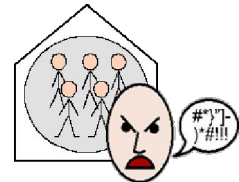
**'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'**

This policy is about how The Consortium will try to help staff who have fallen out get on better again, this is called MEDIATION.

The staff that work for The Consortium get on very well most of the time.



There may be times though when some staff don't get on very well and gets in the way of them working well together.



When this happens a trained person can help the people to work out what has gone wrong and work better together again.



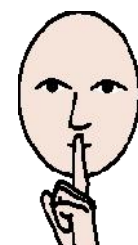
This a little like a referee that makes sure people play by the rules.

It is important that the people who do not get on, want mediation to work other wise mediation may not help at all.



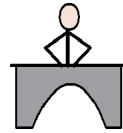
Good mediation can help people to work better together again.

It is important that every thing that is said during mediation is kept private.



Different people can be mediators, it may be:

The staffs manager



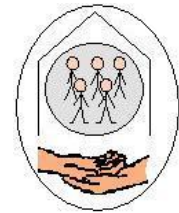
Someone else who works for The Consortium



Someone who doesn't work for The Consortium

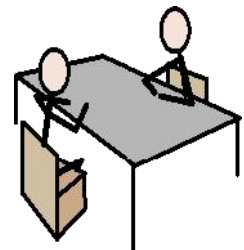


If staff or managers want mediation then they should ask The Consortium's Personnel staff who will help to get the mediation started.



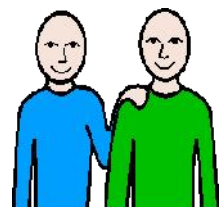
When they have agreed to mediation The Consortium will choose the best person to be the mediator.

The mediator will meet with each person on their own first and then another meeting together.



The mediator will find out what has gone wrong.

The mediator and the staff will try to reach an agreement about how to put things right and work better together again.



If the staff can not agree how to get on again then a more formal method can be used, called the Grievance Procedure.

