What is Mediation?

As part of the Agenda for Growth, Stability and Long Term Success Agreement, mediation has been introduced to supplement the existing IR framework, enhancing our ability to resolve disputes quickly. The use of mediation will allow for the introduction of additional expertise to facilitate outcomes between parties experiencing difficulties in their working relationship at any level of the organisation. The role of the mediator is not to broker a deal or to provide any recommendations - the role of the mediator is to facilitate open, honest dialogue and to create an environment in which both parties can reach agreement.

Two full time accredited mediators, one Manager Grade and one CWU Grade, will be drawn from a national panel. The mediators will seek to bring the local parties together within a maximum of one week from appointment. This is in line with the timescales set out in the IR Framework.
**Things To Remember**

- **Neutral**: The mediators assigned to each case are completely impartial.
- **Voluntary**: Mediation is not compulsory. Parties MUST mutually agree to attend to initiate the process.
- **Confidential**: Any personal issues discussed will be entirely confidential.
- **Self-Determined**: The mediators do not provide recommendations they facilitate the parties to come to their own outcomes.
- **Nip it in the bud**: Mediation outcomes are far more successful and sustainable when the parties who are directly involved come to the table at the earliest point possible.

**When Can I Use Mediation?**

**BEFORE** both parties enter into a formal disagreement and

At **ANY** stage of the IR Framework

**DON’T WAIT TO ENGAGE IN MEDIATION**

YOU CAN REQUEST MEDIATION AT ANY POINT WHEREVER THERE IS A DIFFICULT IR RELATIONSHIP

**How do I Access Mediation?**

All requests for mediation should come from either your Divisional CWU Rep or your Head of Industrial Relations to ensure consistency in the process.

**Further Information**

Email: ir.mediators@royalmail.com