

CODE OF PRACTICE

1. Understanding of Mediation

The mediators will ensure that all parties are provided with information on mediation, including the 'Code of Practice' and 'Terms of Mediation'.

2. Impartiality

The mediator is an independent person, who has no vested interest in the outcome of the mediation and strives to act fairly and impartially at all times. Mediators do not give advice on factual or legal issues.

3. Confidentiality

The mediator shall not disclose information regarding the mediation to any third party for any purpose unless:

- all parties agree and give consent to such a disclosure.
- the mediators are required by law to disclose information.
- there is a risk of serious harm to self or others.
- There is considered a possible breach of the money laundering regulations (Proceeds of Crime Act 2002).

4. Voluntary Participation

The mediation shall proceed on the understanding that the parties have agreed to participate in the mediation process.

5. Conflict of Interest

If a mediator becomes aware of a conflict of interest they shall immediately disclose this to all parties concerned.

6. Withdrawal of Mediator

The mediator retains the right to withdraw from the mediation should they consider that any of the parties have breached the terms of the 'Agreement to Mediate'.

7. Complaints Procedure

Should any of the parties be dissatisfied with the service provided by Aberdeen Mediation, this would be dealt with initially through discussion with the partners. Should this result in no satisfactory conclusion, parties are free to take their complaint to Scottish Mediation, the umbrella organisation for mediators practicing in Scotland.

8. Insurance

The mediators hold professional indemnity insurance with Protectivity, Dovetail House, Wycombe Road, Bucks, HP14 3RQ.

9. Fees

Fee levels shall be agreed and provided in writing, prior to the commencement of the mediation.

10. Membership of Professional Body

Aberdeen Mediation is a member of Scottish Mediation and adheres to its 'Guidelines on the Practice of Mediation'.

