

## HR SOLUTIONS DEVON

### The Corporate Mediation Service

Mediation is a solution focussed approach whereby nationally trained and accredited mediators facilitate individuals in reaching their own solutions. Our Mediation Service provides a fast and effective way to resolve workplace conflicts for staff within Devon County Council including schools, and for external customers.

Workplace disputes can:

- Impact on individuals health and wellbeing, leading to sickness absence
- Reduce productivity
- Cause poor working relationships within teams
- Be time consuming to resolve
- Lead to formal grievances

Use of mediation at an early stage can help prevent these disputes from developing

The Mediation Service is:

- Co-ordinated and facilitated for you
- Provided by nationally trained and qualified mediators
- Fast – the whole process is normally completed in one day
- Informal
- Confidential – matters discussed cannot be used at a later date in formal procedures
- Flexible – it is conducted without precedents, making it potentially more creative than other mechanisms
- Voluntary – so there is a better chance that an agreement will be respected by both parties and lasting
- At no charge within DCC

For information or to request mediation, contact:

[mediation@devon.gov.uk](mailto:mediation@devon.gov.uk) or phone 01392 381898