



**CIVIL MEDIATION COUNCIL**  
**CODE OF GOOD PRACTICE FOR MEDIATION ORGANISATIONS 2009**

**Introduction**

- i. This is the Civil Mediation Council (CMC)'s Code of Good Practice for Mediation Organisations 2009 ("the Code") which is designed to supplement the CMC Registered Mediation Organisation Scheme ("the Scheme"). The Code has been developed in cooperation with the Ministry of Justice, the Department for Business Enterprise and Regulatory Reform, the ADR Committee of the Civil Justice Council, the legal professions, as well as the CMC Board Members.
- (ii. *The 2009 Code of Good Practice was adopted by the CMC's EGM on DTBC 2009 and come into force on DTBC 2009.*)
- iii. The Code will be reviewed annually by the CMC in the light of its research programme, consultation, and feedback. Suggestions for amendments and additions are welcomed from users and practitioners and should be sent to the CMC Secretary ([secretary@civilmediation.org](mailto:secretary@civilmediation.org)).

## **Mediation Organisation Code of Good Practice**

A Mediation Organisation which follows Good Practice will:

### **1 MEDIATORS**

- 1.1 Use only those mediators who have been sufficiently trained.
- 1.2 Use only those mediators who have completed a minimum of two and preferably six observerships before undertaking mediations as lead mediator.
- 1.3 Use only those mediators who are in date for mediation-related CPD.

### **2 MEDIATIONS**

- 2.1 Ensure that mediations are carried out under a signed Mediation Agreement supported where appropriate by Mediation Rules.
- 2.2 Ensure that its mediators follow an appropriate and promulgated Code of Conduct, and the CMC Code of Good Practice for Mediators.

### **3 ADMINISTRATION**

- 3.1 Have an efficient system of administration which amongst other things ensures that only appropriate mediators are appointed to the mediations it supports.
- 3.2 Have an effective system of regular mentoring and peer review.
- 3.3 Have an effective system for obtaining, collating, and reviewing feedback from mediators, mentors, and users.

### **4 COMPLAINTS AND STANDARDS**

- 4.1 Ensure that its clients are notified in writing of its internal complaints procedure and of the CMC Independent Mediation Complaints Review Scheme.
- 4.2 Co-operate with the CMC Independent Mediation Complaints Review Body.

### **5 INSURANCE**

- 5.1 Be sufficiently insured to cover errors, omissions, and negligence: the CMC recommends a minimum of £1 million of insurance for organisations and mediators.

### **6 ETHICS & EQUALITY**

- 6.1 Be sensitive to diversity, equality, anti-discrimination, and confidentiality issues.