

Osborne Mediation

Working with conflict



Impartiality Policy

A Mediator acts as a neutral participant in dispute resolution, facilitating all Parties in resolving or managing the conflict between them.

Therefore Mediators must have no personal or material interest or gain in seeing the dispute resolved, nor any bias towards any of the Parties, and should adopt a non-judgmental approach to all Parties.

- 1: A Mediator's duty is to ensure that the mediation process is completely fair to all Parties; to ensure that the Mediator must themselves be totally impartial throughout the process.
- 2: At any stage of a mediation a Mediator will immediately disclose any conflict of interest, circumstances or conditions that will compromise their impartiality as soon as it arises.
- 3: Impartiality is a means to keep the Mediator outside of the issues and focused on managing the process. In other words, the issues remain between the Parties; the Mediator provides a process to help towards resolution.
- 4: A Mediator shall not offer solutions or advice on proposed solutions. A Mediator may, however, support one or more Parties to evaluate any proposal for themselves.
- 5: In certain circumstances a Mediator might feel it will be difficult to be neutral or impartial. In that event the Mediator will withdraw from the process and facilitate the involvement of another Mediator.
- 6: Mediators should prevent manipulative, threatening or intimidating behaviour by any participant.
- 7: Mediators must conduct the process in such a way as to redress, as far as possible, any imbalance in power between the participants.
- 8: If any behaviour seems likely to render mediation unfair or ineffective, the mediator must take appropriate steps to prevent this, terminating mediation if necessary.

Independence of Mediators

- 9: Mediation services and Mediators should be independent of any
 - internal or external agenda



- cultural bias
- organisational power and influence.

10: This policy will be reviewed at least annually and updated as necessary. The next review is due by April 13 2018.

Signed

Clive Osborne

April 14 2017