



The Isle of Man Government Internal Mediation Service.

CODE OF PRACTICE.

- Mediators will give equal value to the views of each party and remain impartial at all times.
- Mediators will not impose solutions; their role will be a facilitative role to support the parties to reach agreement.
- Mediators will not disclose to either party anything said in the initial one-to-one meetings.
- Any notes made during the mediation meetings will be destroyed at the end of the process.
- Mediators will not disclose to either party's workplace anything beyond a report that agreement has been reached or that the parties have been unable to reach an agreement, unless both parties agree to further information being shared.
- Both parties will retain a copy of the mediation agreement. A copy will also be kept, in confidence, by the service, for a maximum of twelve months to enable follow up and support.
- The outcomes of mediation will be recorded and relayed, for monitoring purposes only, to the office of HR. The information will remain confidential and the names of the parties will not be disclosed.
- No information in relation to the mediation outcome will be recorded on either party's individual files.
- Where it has not been possible to resolve a conflict informally, via mediation, both parties retain the right to pursue more formal procedures where appropriate.
- Nothing that happens during the mediation process will be disclosed in the event of a failure to agree followed by formal procedures.