

PRIVATE & CONFIDENTIAL

Code of Conduct

Forge Mediation has adopted the European Code of Conduct for Mediators ([European Code of Conduct for Mediators](#)).

This requires that mediators:

- engage in continuous professional development to remain **competent and knowledgeable**
- at all times act, and endeavour to be seen to act, with **complete impartiality**
- **disclose any potential conflict of interest**, and in such case act only with the express informed consent of the parties, assured of complete impartiality
- **brief the parties** as to the characteristics of mediation and ensure that the parties have expressly agreed to the terms of the mediation agreement, including relating to confidentiality
- keep **confidential** all information arising out of or in connection with the mediation, unless compelled by law to disclose it. Any information disclosed in confidence to mediators by one of the parties must not be disclosed to the other parties without permission, unless compelled by law.

Complaints

We are committed to providing a high-quality mediation service to all our clients, and are always pleased to receive your feedback. If you have any concerns or complaints regarding our mediation services, please do raise these at the time. We will do all we can to put matters right immediately.

If you would prefer to make a more formal complaint, please write to us at paul@forgemediation.com, setting out:

- A clear description of your concerns or complaint
- Your ideas about how you would like the issue resolved
- Copies of all relevant paperwork

Once we have received your written summary of the complaint, we will respond substantively to you within 21 days. You will be invited to comment on our response, following which we will write to you again within a further 21 days to let you know what actions have been or will be taken.

If you remain dissatisfied with the handling of your complaint then we will attempt to resolve it through negotiation, or if we cannot resolve the matter by negotiation within a reasonable time, by mediation.

We hope that the above procedure will resolve any outstanding issues. However, if you remain unhappy with the outcome, you do have the choice of escalating your complaint to the Civil Mediation Council (CMC). For the CMC to consider your complaint, it must be made in writing and addressed to the Registrar of the CMC at registrar@civilmediation.org.