

**From:** Foi Enquiries  
**Sent:** 20 August 2019 11:04  
**To:** [REDACTED]  
**Subject:** FOI-19-0998 - Mediation  
**Attachments:** V3 - Further Information - Right to Review & Appeal.pdf; FOI-19-0998 - Mediation.pdf

Dear [REDACTED]

Thank you for your information request of 22 July 2019. Aberdeen City Council (ACC) has completed the necessary search for the information requested. Our response is now detailed below.

**I am writing a thesis on the current growth of mediation as a form of alternative dispute resolution (ADR) for public sector staff and wondered if you could please provide me with as much information as possible (without names). This is to include if mediation is currently used in employee disputes, who provides the mediation (internal or external company name) and whether it has been a success.**

ACC has a mediation service as set out in the attached document – [FOI-19-0998 - Mediation](#).

Currently, this service is on hold due to a number of accredited mediators having left the Council; it will be resumed once more mediators have been identified and trained.

Mediation is an informal, voluntary process, so it is not possible to provide details of cases in which this has been accessed.

#### **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

We hope this helps with your request.

Yours sincerely,



**Tomina Egbuson** | Access to Information Officer

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## WHAT'S IN IT FOR ME?

Communication and working relationships can improve

It can lower stress levels once problems are talked through

It gives parties control over any possible agreements

It's a confidential process - mediation meeting discussions are not shared with anyone else

It can be arranged and take place quickly - generally mediations are carried out over one day

It's an informal process - it isn't linked to any formal Council policies



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## HOW TO ACCESS MEDIATION

To request mediation please contact:

**Email: [mediation@aberdeencity.gov.uk](mailto:mediation@aberdeencity.gov.uk)**

**Telephone: 01224 523080**

(This is a confidential answerphone - simply leave your contact details and a mediator will return your call)



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# Mediation

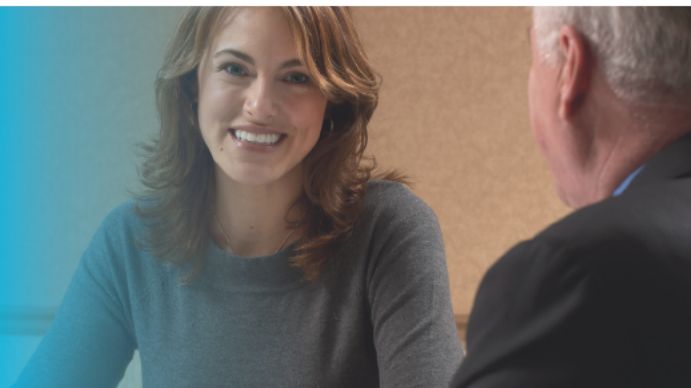
Information for Employees





# Mediation

Information for Employees



## WHAT IS MEDIATION?

Mediation involves structured meetings bringing people together with an impartial, trained mediator to try to resolve a disagreement or conflict. Mediation is a confidential, voluntary, informal approach. Its aim is to help employees resolve their differences and improve their working relationships. The focus is on the future and achieving a solution that both parties can agree to.

## WHO CAN REQUEST IT?

Mediation can be requested by any Council employee.

## WHEN SHOULD IT BE USED?

Mediation works best when used as early as possible when there's a disagreement or conflict situation. It can also be effective in improving a situation where there has been a dispute between employees over a longer period of time.

## WHAT HAPPENS IN MEDIATION?

The Council has several ACAS accredited mediators. If you ask for mediation, a mediator will make contact with you, explain what mediation can offer and also contact the other party. Mediation is voluntary so both parties need to agree to go ahead.

A mediator will then meet each person individually and in confidence, to hear their concerns and issues.

If both parties agree, a joint meeting with the mediator is held. The mediator is impartial and won't make any decisions for the parties, or decide on right or wrong. The mediator will help the parties to identify and understand the issues and work towards finding a solution. They will support the parties to clear the air, come up with ideas or options on how to improve their working relationship and discuss how they will work together in the future. The aim is to reach an agreement on the way forward. You won't be asked to agree to anything that you don't want to.

**OUR CORE BEHAVIOURS - AT THE HEART OF EVERYTHING WE DO**

**professionalism | customer focus | respect | communication**