



Mediation

Mediation is a process during which people in conflict are helped to communicate with each other to identify the areas of dispute and to make decisions about resolving it. Mediation conducted in sport usually involves the following:

1. The sporting organisation arranges for a mediator in consultation with the complainant and the respondent(s).
2. The mediator assists the complainant and respondent(s) reach an agreement on how to resolve the problem. The mediator, in consultation with the complainant and respondent(s), chooses the procedures to be followed during the mediation. At a minimum, an agenda of issues for discussion is prepared by the mediator.
3. The mediation is conducted confidentially and without prejudice to the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. At the end of a successful mediation the mediator prepares a document that sets out the agreement reached which is signed by them as their agreement.

Mediation is not recommended if:

- The respondent has a completely different version of the events and will not deviate from these;
- The complainant or respondent are unwilling to attempt mediation;
- Due to the nature of the complaint, the relationship between the complainant and the respondent(s) or any other relevant factors, the complaint is not suitable for mediation; or
- The matter involves proven serious allegations, regardless of the wishes of the Complainant.