

Meeting with the parties

(video 3)

# key learning points

# It’s important to treat all parties in a dispute with respect.

# MPIOs should not get involved in the investigation process.

# Listening, not talking, skills are the most important.

# MPIOs should gather information in order to have enough information to offer a solution. Injecting personal opinions into a situation does not help and can lead to difficulties and misinterpretation.

# Hearsay, personal viewpoints and heated discussions can easily cloud a situation and make it difficult to gather facts.

# Calmness, neutrality and respect are key attributes when managing complaints.

# *Add your own key learning points here…*

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