



**accredited training in mediating  
for complaints handling**



# qualifying as a mediator

Mediation has now become recognised as a serious and cost-effective alternative to more adversarial approaches to resolving disputes and managing conflict; employment legislation now encourages the use of mediation for resolving workplace disputes, whilst government initiatives now promote mediation as a means of keeping families together when they are faced with conflict, and the courts now routinely recommend mediation as an alternative to more lengthy litigious processes.

If you are planning to offer mediation as a professional service, especially when working with difficult or sensitive situations, your service users and clients are entitled to expect that you will work to the highest standards. Achievement on one of our accredited mediation training programmes proves that you can do exactly that.

The Accredited Training in Mediation for Complaints Handling leads to a qualification for those dealing with complaints in a range of settings.

# Accredited Training in Mediation for Complaints Handling

## 40 hour accredited training in effectively handling complaints

Nationally accredited by the Open College Network & The Law Society

### Outline

It is inevitable that whenever a professional service is offered to a diverse group of users, there will occasionally be complaints. Service users may express dissatisfaction about the standard of a service, about perceived delays in service provision, about communication with the service provider or about more personal matters concerning the individuals who represent the service.

Recent legislation now encourages the greater use of early, informal measures to address complaints. In education, mediation is encouraged where there is a dispute over a Local Education Authority meeting a child's special educational needs. Since April 2009, a new procedure promotes mediation in the first stage of handling complaints about NHS Health Care providers, whilst complaints

against Local Authorities in England and Wales are now routinely considered for mediation by the Local Government Ombudsman.

In the private sector as well, the value of mediation is being recognised as a means of early resolution to a complaint: the evidence suggests that both sides can feel more satisfied about the outcomes of a process in which they have been heard more clearly by the other side and where they, themselves have helped to shape the ultimate outcome, rather than having this imposed on them.

### Content

The course presents a well-established model of mediation, which provides a step-by-step process for dealing with complaints and consumer/customer dissatisfaction. The staged process allows for both sides to put their case forward, then for negotiation to take place around how the complaint may be resolved and ultimately for the matter to be concluded with an action plan or joint agreement.

As well as presenting the complete mediation model and giving opportunities to practise its application, the programme includes input on:

- How to build trust and rapport with both complainant and respondent
- The types of complaints suitable for mediation
- When to call in an external mediator or to use reciprocal arrangements with other organisations

Achievement on this nationally-accredited course leads to the award of the Mediation Practitioner's Certificate.

### What you will learn:

- How mediation differs from other means of resolving complaints
- Making the mediation option available
- The step-by-step mediation model
- How to apply the model to complaints handling
- Managing disclosure and confidentiality
- Knowing when to terminate mediation
- Concluding a mediation session
- Following up and auditing agreements & outcomes

## Who is the course for?

This programme is typically taken up by public and private organisations wishing to train a group of their staff to be in-house mediators / complaints handlers. For those practitioners who are already using this type of approach to handling complaints, the course can provide a very valuable staged structure with which to better manage the complaints process. People currently working as in-house mediators / complaints handlers can also benefit from the accreditation and recognition that the qualification offers.

### Previous organisations taking up this programme have included:

- Social Services Departments
- Children's and Young People's Services
- NHS Trusts
- Counselling organisations
- House-building companies
- Internet service providers
- Trading Standards

## Course delivery

The course is delivered by a practising mediator with experience of working with professionals in this field. Relevant case examples are used in order to illustrate the application of the mediation model to complaints handling. The course is typically delivered as an in-house programme, over either four or five days, depending on the organisation's preference. We can also offer to split the training into two separate blocks if preferred.

The course is delivered in such a way that your learners not only achieve a recognised qualification, but your organisation can also begin to actually apply the mediation model to its complaints-handling process. We will give you advice and guidance so that you can build policies and procedures to allow you to do this.

## National Accreditation

Our Accredited Training in Mediation for Complaints Handling leads to the award of the Mediation Practitioner's Certificate. This training programme has gained nationally-recognised accreditation by the Open College Network and is accredited by the Law Society.

The course also meets the training requirements for entry onto the UK Register of Mediators (UKRM).

### Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 4 days or 5 days when run in-house plus 8 hours private study
- **Running times:** 9.00am-5.00pm on the 4 day programme, shorter days on the 5 day programme and with the option of a split course
- **Award & CPD points:**
  - The Open College Network: 6 credits at level 3
  - The Law Society - 26 CPD hours

## What next?

- Please call us to discuss how we might provide the training for members of your own organisation
- We would be pleased to speak to you regarding how you can get the most from a course such as this. You are welcome to call us to talk through the programme in more detail

**“You can't shake hands with a clenched fist.”**

Indira Gandhi



# contacting us

Firstly we would like to thank you for taking an interest in our course, and hope that it answered all of your burning questions! If you would like to get in touch please use one of the following ways:

**Website:** [www.ukmediation.net](http://www.ukmediation.net)

If you require further information concerning course dates, finding a mediator, or if you want to find out more about mediation in general, please visit our website.

**Booking by phone:** 01773 822222

For those of you that would rather book over the phone, we have incorporated this facility, which makes payment fast and simple. This also allows you to talk to a trainer or adviser before you make the decision to book. Call 01773 822222 to book a course or speak to one of our sales advisors.

**Booking online:** [bookings@ukmediation.net](mailto:bookings@ukmediation.net)

We can e-mail you a booking form, which can be emailed back to us. We will then deal with it within 24 hours, to ensure that your place is confirmed.

**Booking by post:** 8 Green Lane, Belper, Derbyshire, DE56 1BY

Alternatively you can complete a booking form and post it back to us. The booking forms can be downloaded online or we can send you one with our information pack on request.

We also accept payment via all major credit and debit cards, to make the transaction smooth for you.

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