

Other Sources of Information:

UBS Advice and Representation Centre

01895 269169

www.brunelstudents.com

Email: advice@brunel.ac.uk

Disability & Dyslexia Service

01895 265213

Student Centre

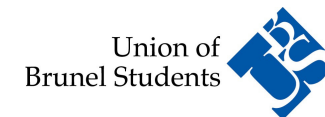
01895 268268

Complaints Webpage

<http://www.brunel.ac.uk/about/administration/appeals-and-complaints>



Guidelines on Mediation for Students



Information about Mediation for Students

Introduction

If you bring a complaint under the University's Complaints Procedure you may be offered mediation. This leaflet tells you more about this process.

The aim of the University Mediation Service is to resolve problems quickly and easily. It is complementary to existing support services such as Counselling, the Disability and Dyslexia Service, and the UBS Advice and Representation Centre. The Mediation Service runs alongside the Complaints Procedure.

What is mediation?

Mediation is a voluntary process. If you make a complaint under the Complaints Procedure then you may be offered mediation by either the College or support department from which the problem arose, or the Student Complaints & Investigating Officer. If you agree to mediation, your case will be referred to one of a team of mediators who have undergone special training in mediation.

Mediation is Impartial

Matters discussed during the mediation process will not be disclosed to anyone else without your consent.

Mediation is confidential

A mediator does not tell you what to do or impose a solution. Their role is to help you think through what you want and support you in the resolving the complaint without taking sides.

How does mediation work?

The mediator will hold an initial meeting with you to do 3 things:

1. To hear your view about what you are complaining about.
2. To explain more about what mediation is, so that you can decide if you want a face to face meeting with someone about your complaint.
3. To help you think through what you want as an outcome of mediation and how that might be achieved.

If you decide you would like a face to face meeting with someone, the mediator will offer them an initial meeting as well. If you both agree to a face to face meeting it will take place in a private location away from your College and will last 2-3 hours. There will be opportunities to take breaks, or end the process if you do not wish it to continue. Minutes will not be taken, but if you both decide you want to agree on something this can be written down and a copy of the agreement will be provided for you.

If you don't feel your complaint has been resolved after mediation, you are free to continue to pursue your complaint under the University's Complaints Procedure. However mediation has often proven to be quicker and less stressful way of resolving a complaint.

Please remember that by taking part in mediation you do not give up your right to access formal procedures or take other action and so it is often worth giving it a go unless there are exceptional circumstances.

For more information, please contact the Student Complaints & Investigating Officer at studentmediation@brunel.ac.uk