

# MEDIATION FOR STUDENTS

supporting you

**Student Services offer a confidential and impartial Mediation Service which can help resolve disputes quickly before they escalate.**

The aim of the University Mediation Service is to resolve problems quickly and easily. It is complementary to existing support services such as Student Support, Student Wellbeing and the Union of Brunel Students Advice and Representation Service (ARC). The Mediation Service runs alongside the Complaints Procedure.

## WHAT IS MEDIATION?

Mediation is a voluntary process that you can request at any time. Additionally, if you make a complaint under the Complaints Procedure then you may also be offered mediation.

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 can take place between two students or between a student and staff member.

## MEDIATION IS IMPARTIAL

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.

## MEDIATION IS CONFIDENTIAL

Matters discussed during the mediation process will not be disclosed to anyone else without your consent. The Mediation Service is administered by the Student Support and Welfare Team and as such is not part of The Office of Student Complaints, Conduct and Appeals (OSCCA).

## 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 the individual your complaint concerns, 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 like your situation or complaint has been resolved after mediation, you are free to start or continue 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.

## REQUESTING MEDIATION

For more information and/or to request mediation, please contact the Student Support and Welfare Team

 [intra.brunel.ac.uk/s/studentcentre/welfare](https://intra.brunel.ac.uk/s/studentcentre/welfare)


 [studentsupport@brunel.ac.uk](mailto:studentsupport@brunel.ac.uk)

## OTHER SOURCES OF INFORMATION

Union of Brunel Students Advice and Representation Centre ARC

 [brunelstudents.com/advice/getadvice](https://brunelstudents.com/advice/getadvice)

The Office of Student Complaints, Conduct and Appeals (OSCCA)

 [brunel.ac.uk/life/supporting-you/student-complaints-conduct-and-appeals/home](https://brunel.ac.uk/life/supporting-you/student-complaints-conduct-and-appeals/home)

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