

## **CMC Membership Rules : Community Mediation Providers**

A. All CMC Members (including Friends, Community Mediation Providers, Associate Mediators, Registered Mediators and CMC Fellows) must:

- (1) Pay an annual subscription;
- (2) Support the aims and objectives of the CMC
- (3) Not act in a way which brings the mediation process, the mediation profession or the CMC in to disrepute.
- (4) Abide by the CMC's Rules relating to complaints and discipline and agree that if a complaint has been made against them as a CMC member, the CMC may investigate and reach conclusions about the complaint and any subsequent disciplinary measures in accordance with its procedures, whether or not that the member chooses to retain their membership.
- (5) Use any associated phrase designating their status – for example 'CMC Registered' – and any associated logos only in accordance with the rules and policies of use published by the CMC.

In addition, all CMC Community Mediation Providers (The Organisation) must meet the following professional standards :

### **1. Training :**

The Organisation must be able to demonstrate that they ensure that the mediators that they engage are appropriately trained, experienced and skilled in the disputes they mediate.

### **2. Code of Conduct :**

- a. A Community Mediation Provider must have an appropriate written Code of Conduct for its mediators to follow.
- b. The written code must be no less rigorous than the EU Model Code of Conduct for Mediators published in 2004.

### **3. Complaints**

- a. The Organisation must have a published complaint handling procedure which meets the CMC's minimum standards.
- b. The Organisation must keep written records of any complaints.
- c. All complaints must be investigated in accordance with the published complaint handling procedure and the outcome notified to the complainant within the specified timescale.
- d. The Organisation must have a feedback system under which it invites, receives, assesses, and reviews, all comments by the parties and their representatives (where applicable) in respect of mediations.

#### **4. CPD, Supervision and Mentoring**

- a. The Organisation must be able to demonstrate that they support ongoing CPD for its mediators. Continuing professional development need not be dependent upon recognition by a professional body. CPD is intended to be for continued knowledge and development of mediators engaged by the Organisation and may include group training sessions, attendance at seminars, conferences, tutorials and debates on mediation, or the opportunity to deliver mediation training, seminars or similar events.
- b. The Organisation must be able to demonstrate that it provides ongoing supervision/mentoring for its mediators for example; at induction sessions, peer group sessions, or through 1-2-1 support.

#### **5. Insurance**

- a. The Organisation must have professional indemnity insurance cover in place of not less than £1,000,000. Where an Organisation is doing work where its liability may exceed this amount, it must have appropriate additional insurance cover in place and be able to provide evidence of the same.
- b. The Organisation must also be able to evidence that it has appropriate public liability and employer liability insurance cover in place.

#### **6. Efficient Administration**

a, The Organisation must have access to suitable and sufficient administrative arrangements that are proportionate to and for the work and workload they undertake (e.g., the handling of enquiries, a case management system, the accurate accounting for funding/fees, reporting to funders, the use of an 'Agreement to Mediate' and where applicable the proper rendering of bills to mediation participants).

b, Organisations must, as appropriate, be registered as a data controller with the Information Commissioner's Office (ICO). Further information on the requirement to register may be found on the ICO website at <https://ico.org.uk>.

#### **7. Working with Vulnerable Individuals**

- a, The Organisation must be able to demonstrate that it has measures in place to support vulnerable individuals who are experiencing conflict. As a minimum this must include the adoption of a Safeguarding Policy with awareness training for staff and mediators.
- b, Where the Organisation is engaged in mediation activities with individuals under the age of 18 it must be able to demonstrate that it has arranged for DBS checks for individuals involved in such activities.
- c, The Organisation has a criteria for initial risk assessment and applies this for all referrals to enable further assessment where necessary.