

CMC Membership Rules for SEND Mediation Providers

A. All CMC Members (including Friends, Community Mediation Providers, SEND 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 SEND 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 meet the Professional Standards for Mediators working with Special Educational Needs and Disability (SEND).

Refer to Section 1: [Professional Standards for SEND Mediators V5-050325.pdf](#)

2. Code of Conduct:

The Organisation must follow an appropriate Code of Conduct such as that published by CEDR, IMI or 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 and Supportive Practice

The Organisation must confirm that they comply with the requirements of ongoing CPD and supportive practice for their mediators.

Refer to Section 1 - [Professional Standards for SEND Mediators V5-050325.pdf](#)

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. SEND Provider Guidance

The SEND Mediation Provider confirms they follow the Guidance for Mediation Provider Organisations

Refer to Section 3: [Professional Standards for SEND Mediators V5-050325.pdf](#)