



THE MEDIATOR NETWORK

QUALITY | EXPERIENCE | EXPERTISE

QUALITY ASSURANCE PROGRAMME



SLS MEDIATION

QUALITY ASSURANCE PROGRAMME

SUMMARY

We are committed to offering the very best service to our clients. This means that all mediators who use our network or management services must agree to be bound by our Quality Assurance Programme (QAP). The QAP applies to all work which is connected to the use of or provision of our network, and includes all leads, referrals, managed mediations, MIAMs, settlement agreements and any other similar work.

The QAP is multi-faceted and consists of initial assessment criteria, minimum service levels, CPD, evidence of active network promotion, client feedback, and internal scoring.

As part of our QAP, we will undergo spot checks and may request feedback interviews with you or your clients. For the avoidance of doubt, these form part of your terms and conditions of membership of the network, in whatever capacity. Failure to uphold these values or behaving in a manner inconsistent with the spirit of our QAP may lead to suspension or termination of your membership.

SLS Mediation Ltd

March 2017



OUTLINE

The QAP commences from the submission of your application, and includes the following:

- Providing us with all relevant certificates for training, insurance, accreditations and anything similar, and ensuring that we have up to date records of the same;
- Compliance with any applicable codes of practice and regulatory guides, policies, procedures and best practice;
- Compliance with our policies and procedures, frameworks, timetables and service agreements as are in force at the time;
- Refusing to mediate only in accordance with published codes, guidance and best practice;
- Never discriminating against any other person on any ground;
- Working in a professional and business-like manner, and honestly, fairly and transparently at all times with us, our staff, workers, volunteers, agents, clients and anyone using or providing our services;
- Completing Continuous Professional Development and submitting evidence of the same to us for record keeping. We require 10 hours of CPD per year to ensure that we continue to retain the very best mediators at the forefront of practise;
- Participating and encouraging client participation of our feedback and review programme. Always maintaining an Overall Feedback Score of at least 4 stars for overall performance;
- Agreeing to undertake necessary training and a programme of improvement where any area of such practise is identified as needing further training, input, support or



- guidance;
- Agreeing to help mentor new members where needed, including accepting shadowing of trainee and newly qualified mediators where appropriate;
- Active promotion of the network; and
- Reporting anything to us about any of our members which may or would likely harm our reputation, or bring any profession into disrepute.

MEDIATION FEEDBACK, REVIEWS AND BENCHMARKS

NETWORK STANDARDS

Our expectation is that all our mediators will have an Overall Client Feedback Score which does not fall below 4 stars, and an Overall Feedback Score of at least 80%. Where the mediator's score falls below this level, we will review the indicative areas with the individual mediator and discuss whether there are any training or developmental needs. Where the Overall Feedback Score consistently (three or more consecutive Feedback Scores) falls below our expected standard, we reserve the right to suspend or remove mediators from our network.

FEEDBACK

Each step in the mediation is assessable by all parties and Us. A link will be emailed to the parties after the relevant step (MIAM, session, or perhaps further contact or drafting) giving them the opportunity to provide feedback. This feedback will form part of the Overall Feedback Score.

The Overall Feedback Score is comprised of both the Client Feedback Score the Network Feedback Score, with 70 per cent of this being based on client feedback. Your profile will be underpinned by your Overall Feedback Score and we cannot emphasize enough the importance of promoting and encouraging clients to provide feedback.

Qualitative feedback is optional at the end of a set of statements. This will allow clients to provide feedback in their own words, which will help to understand why a score has been



awarded. These comments will not automatically be visible on profiles, but all comments will be read and fed back to the mediator.

THE STATEMENTS

Each review consists of categories and a series of statements. Clients will answer whether they agree with the statements using a scoring system of between 1 and 5, with 1 being the lowest.

CATEGORY: Professionalism

1. The mediator acted in a professional, helpful and friendly manner
2. The mediator acted impartially
3. I did not feel pressured by the mediator to make a decision or agree to an outcome
4. Text: reason/comment

CATEGORY: Efficiency

1. The mediator acted quickly and responded to my enquiries without undue delay
2. The mediator seemed properly prepared
3. I did not feel rushed
4. Text: reason/comment

CATEGORY: Communication

1. The mediator spoke in a way that made me feel at ease and did not use lots of jargon
2. I was listened to and believe my points were conveyed to the other side properly
3. The mediator helped me to understand the processes and procedures
4. Text: reason/comment

CATEGORY: Effectiveness

1. The mediator has assisted us to make progress with our dispute
2. I am clear as to my next steps
3. I have been given the opportunity to agree/disagree with the outcome
4. Text: reason/comment

CATEGORY: Overall

1. I am satisfied with the conduct of the mediation
2. I would recommend this mediator
3. Comments/feedback text



THE RATINGS

Star Ratings:

The Overall Feedback Score will be shown as a percentage and each category will have a star rating. There are 5 ratings for performance.

1 = poor

2 = below average

3 = average

4 = good

5 = excellent

THE SCORING SYSTEM

There will be three scores which are visible on your profile:

1. Client Feedback
2. Network Feedback
3. Overall Feedback Score

These scores are worked out using the methods as set out below.

HOW WE WORK IT OUT

Client Feedback Score

Each score has a value attributable to its number (where 1 = 1, 2 = 2 etc.), and each statement has a potential value of up to 5 points. There are 14 statements which address the key areas of performance and expected standards. This provides a potential aggregate total of 70 points.

Each series of statements falls within the four key performance categories, which will be rated out of 5 stars:

- Efficiency,
- Professionalism,
- Communication; and
- Effectiveness.



The rating will be achieved by adding the aggregate of all statements and dividing by the number of statements. Visible scores will be rounded to the nearest lowest half point (i.e. 4, 4.5, or 5).

Here is an example:

Professionalism

- a) The mediator acted in a professional, helpful and friendly manner (score = 4/5)
- b) The mediator acted impartially (score = 3/5)
- c) I did not feel pressured by the mediator to make a decision or agree to an outcome (score = 5/5)
- d) Text: reason/comment

Statement a = 4

Statement b = 3

Statement c = 5

Statement d = no value

We will add these together as follows:

$$4 + 3 + 5 = 12$$

And then divide this number by the number of statements (which is 3) = $12 / 3 = 4$

The aggregate score is 4

The visible rating for this series is 4

As more reviews are submitted, the aggregate score will be further aggregated and divided by the total number of reviews for that series. Expanding our example to a total of 13 reviews:

13 reviews for Professionalism could look as follows:

4, 5, 4, 4, 4, 4, 4, 3, 4, 5, 4, 4, 5

Adding these together = (T) = 54

$$T / 13 = 4.15$$

The visible rating for this series is 4



Network Feedback Score:

There are up to 30 marks available in three of the key performance categories for assessing your working relationship with SLS Mediation:

1. Efficiency = 10
2. Professionalism = 10
3. Communication = 10

We will add these scores to your profile after each mediation, MIAM or other connected step in the process.

As reviews build up, we will aggregate the scores to provide an average score on your profile. Our example:

13 internal reviews could look like this:

9, 7, 4, 8, 6, 6, 7, 8, 6, 4, 5, 6, 9 = 85

$85 / 13 = 6.53$

The visible score would be 6.5

The Overall Feedback Score

Where we have received feedback on more than one occasion, we will aggregate the scores and provide an average Overall Feedback Score.

Our example would look like this:

The Client Score = 4/5 expressed as a percentage:

$4 / 5 \times 100 = 80\%$

The Network Score – 6.5/10 expressed as a percentage:

$6.5/10 \times 100 = 65\%$

The total score available for feedback is out of 15.

$4 + 6.5 / 15 \times 100 = 70\%$

The visible Overall Feedback Score is 70%