

Slough Compact Protocols

Conflict mediation

What is the aim of the Slough Compact Mediation Procedure?

The aim of the Slough Compact Mediation Procedure (SCCRP) is to help bring about the resolution of any dispute that may arise between organisations of the Public and Voluntary and Community Sectors within the terms of the Slough Compact and its protocols.

Who is the Slough Compact Mediation Procedure for?

Slough Compact Mediation Procedure is there for use by any organisation who has signed up to the Slough Compact.

What is the Slough Compact Mediation Group (SCCRG)?

The Slough Mediation Group consists of trained members of Slough Compact Management Group (SCMG) who are available to be called on to mediate and help resolve any dispute that may arise.

The Slough Compact Management Group will agree membership of the Slough Compact Mediation Group (SCMG) annually. SCMG shall consist of at least 4 members: 2 from the voluntary and community sector and 2 from the public sector. Members will be trained in Mediation. SCCRG will be a working group of the Slough Compact Management Group.

Process

Stage 1

- 1.1 If organisation A is concerned that organisation B has breached the Compact, they should seek to resolve that difference directly with organisation B.
- 1.2 Organisation A should contact organisation B and explain to them the nature of their concern, clearly stating which Compact commitment they believe has been breached.
- 1.3 Organisation B should then follow its usual internal procedures for dealing with complaints.
- 1.4 Should these actions fail to provide an outcome satisfactory to both parties, either can refer the issue on to stage 2, by writing to the Chair of the Slough Compact Management Group: Slough Council for Voluntary Service, 27 Church Street, Slough, SL1 1PL.
- 1.5 The letter should identify the organisations concerned, the Compact commitment(s) over which the difference has arisen, the nature of that difference and what has already been done to try to resolve the matter.

Stage 2

- 2.1 On receiving the complaint, the Chair of the Slough Compact Management Group will endeavour to convene a panel from the SCMG within 2 weeks. This panel will consist of 2 members from each sector, and will appoint its own chair from amongst them. The panel should not include anyone directly connected with either organisation involved in the dispute.
- 2.2 This panel will determine whether the complaint does relate to commitments and undertakings held within the Slough Compact. If so, the panel will set a date to hear from both parties involved in the dispute. This should be no later than 8 weeks from the date when the complaint was first received by the Chair of the SCMG. The panel will invite both parties to nominate up to 2 representatives each to attend the meeting. One of these may be someone from another organisation who is brought in to support the organisation concerned.
- 2.3 The panel will seek to mediate between the parties in order to reach a mutually acceptable solution. If the matter cannot be resolved at the first sitting, further meetings may be arranged if this will help reach a resolution.

Stage 3

- 3.1 If it is not possible to resolve the dispute at stage 2, the SCMG will seek to provide the parties with information on any further resources available which might assist them in resolving the conflict. Such resources may include the national Compact Advocacy Programme and the Public Law Project. Parties may seek further mediation or other recourse (e.g. Legal Action) outside the Compact process.

Monitoring and Evaluation

For purposes of monitoring and evaluating the Slough Compact, all organisations should notify the Slough Compact Management Group of any differences arising from the Compact, even where these are resolved within the organisation's own procedures.

Written records will be kept of all cases referred to the Slough Compact Mediation Group but the details of those cases will remain confidential to the SCMG. The Chair of the SCMG panel will keep the Slough Compact Management Group informed of any action being taken by the SCCRG and the issues arising from the cases dealt with. A summary report of the issues will be presented to the Slough Compact Annual Meeting.