Dear [Insert Name]

**Re: Mediation Request – [insert date]**

**[Insert club name]** has received a request to schedule mediation between **[insert name] AND [insert name]**

We understand that both sides are willing to mediate.

The Mediation Service provided by **[insert club name]** to its members is a free, non-professional and impartial service. It is designed to assist members and clubs resolve any problems they may have in an informal and neutral manner, complementing our constitutional judicial process.

The Mediation Service has been offered at **[insert venue name]**

**[Insert date of mediation and start time]**

**What to Expect**

**The mediation process:**

* provides parties with an opportunity to find an acceptable resolution to problems
* allows the parties to reach their own settlement
* is voluntary
* is confidential; what is discussed and agreed cannot be shared outside the room unless those present agree otherwise
* is carried out by an impartial mediator

**The mediation process**

**How does it happen?**

When parties agree to mediate, they will each have the chance to speak and be listened to, to ask questions and state their point of view.

The mediator will:

* provide a process for parties to safely discuss their concerns
* assist parties to understand each other’s point of view
* keep the meeting focused
* help parties work out a resolution they can both agree on
* write up the agreement as a confidential record if the parties want that.

**Who attends a mediation event?**

The people attending mediations are those who want to resolve the problem and a mediator. This usually means the parties, their support people, and the mediator.

**How long does the process take?**

**[Insert club name]** schedules time for mediation as soon as all the parties and a mediator are available. The meetings usually last around three or four hours but some can last longer.

**Do I need a support person?**

No. However, a support person is always welcome.

**Who does the talking?**

You, the other party and the mediator do the talking. Support people do not usually speak at mediation. The most important contributions are from the parties themselves.

**How do I prepare for mediation?**

**What should I do before a mediation event?**

However mediation occurs; make sure you have all the important information with you. Think about how to describe the problem and what you want to say. Writing it down will help you to remember everything.

**What is the best way to get the most out of mediation?**

Be prepared to:

* listen to the other person’s point of view and accept that this is how they see the world, even if you do not agree with what they say
* explain your point of view and why you hold it
* acknowledge anything you might have done differently or better
* acknowledge mistakes
* bend a little to reach agreement
* be honest and open about what has happened
* put yourself in the other person’s shoes
* have an open mind about options for resolution.

**What might come out of mediation?**

**If agreement is reached**

Usually the mediator writes up your agreement as an informal record, simply recording what you have agreed to in an informal way. You will be given a copy of the agreement to take away with you.