

Mediation guidance sheet

About us

- The Centre for Effective Dispute Resolution (CEDR) is one of the largest dispute resolution providers in Europe. Every year, we help resolve over 26,000 disputes between consumers and the businesses they use across multiple UK industries.
- We do not take sides; our role is to help customers and business find a way to resolve disputes with the assistance of a professionally trained conciliator.
- CEDR is a not-for-profit charity. We do not have shareholders and all of our fees from disputes are used to run the service, invest and innovate in the field.

We are approved by:



Chartered Trading Standards Institute



making communications work for everyone



What can you expect to happen during the mediation process?

CEDR will:

- Assign a professional, independent mediator who has been trained to help people resolve disputes with businesses through dialogue.
- Conduct the entire process by telephone, at times convenient for you.
- Work with you and the business to try and reach a mutually acceptable resolution.
- If a solution is found, that you both agree to, prepare a legally binding contract for you (known as an outcome statement) that explain the agreement that has been reached.
- If a solution is not found, we may suggest a solution for you both to consider, but which do not have to accept.
- Keep all matters and any documents you send us confidential.
- Conduct the discussion within a 30-day window. If the matter is not resolved by then the process will be brought to an end.

CEDR will not:

- Make any legally-binding decisions on your behalf. Only you and the business can decide what the final the outcome of the process will be.
- Act like a court. The outcome might be different from what a court would have issued as you and the business can agree to solutions that may not be open to a judge.
- Continue the process for more than 30 days.
- Order financial awards to either party.
- Look to apportion blame.

What you and the business must do:

- Discuss your dispute with the mediator by telephone in a timely manner within the 30-day window.
- Carry out any agreed actions if a resolution is found:
 - If the business agrees to carry works they must do so in the agreed time limit.
 - If you or business agree to make a payment to the other you must do so within the agreed time limit.