



Jen Rumble Family Mediation Guidance for Online Video Mediation

Preamble

We believe, mediation information and assessment meetings (MIAMs) are more effective when people see a mediator face to face. However, there are occasions when people cannot attend our office in person, for example, due to being away or housebound due to illness, or other circumstances beyond control.

We offer online MIAMs as an option that can provide and improve access to family mediation for more participants.

Our practice is governed by the College of Mediators (CoM) and our online MIAMs are conducted in accordance with the CoM Code of Practice for Mediators.

This guidance note should be read in conjunction with the “MIAMs Explained” document provided prior the online session.

1. Client identification procedure

- a. It is essential that all participants fill in a mediation self-referral form.

We will provide you with the form once your online MIAM is booked and paid for*.

- b. We require copy documentation to confirm your name, date of birth and address.

This could be a copy of one photo identification document, e.g. a copy of your passport or driving licence, and a copy of a utility bill or a bank statement with your name and address.

- c. We will keep this information safely and will only use it to provide mediation services to you.

Please tell us if you would like to know more about how we collect, use and store your information. Our Privacy Policy is available for download from our website www.yourmediator.co.uk.

*We do not provide publicly funded online services at present.

2. Before online MIAM

To protect the confidentiality of the meeting, it is important that:

- a. You will be the only person present in the room during your online MIAM.
- b. You will not create any electronic, video or audio records of the meeting.
- c. You will not make or allow any live or deferred video or audio relay of the meeting to others.

To make the most out of your MIAM, please ensure reliable internet connection and install and test the required software well in advance of your online session. If you need more information regarding this, please email your query to info@yourmediator.co.uk.

3. During online MIAM

- a. Please ensure that you will not be interrupted during the online session.
- b. Please turn off or put on silent any devices like phones, tablets or computers, and disable notifications of texts, emails, tweets or other social media activity.
- c. Please close down any applications other than the one providing the online video service.

The mediator may suspend the online session in the event of any interruptions, and then restart it if possible.

4. Questions & Concerns

Please raise any questions and concerns you may have as to this service with Jen Rumble in the first instance. Jen will aim to resolve matters to your satisfaction internally and informally according to our policies (available upon request).

Please forward your query to admin@yourmediator.co.uk or contact Jen on 07787 424 832.