

Compact Mediation Approach

Background

The purpose of the Compact is to set out a framework within which the public and third sectors will work together. There may however be occasions where one partner feels the other is not complying with this agreement. This approach has been designed to support organisations, with the Compact Champions providing assistance at stage 2 and the Compact Partnership providing final mediation. The aim is to resolve all concerns at the earliest stage in the process.

An organisation feels that its Partner is not complying with the Compact.

Notes

Need to be clear about what the Partner organisation has done or failed to do. Is this clearly part of the Compact? Is this a concern to be raised through the Compact, or should this be raised through the Partner organisation's complaints procedure or be dealt with as a breach of contract?

STAGE 1

The organisation with concerns should contact the Partner organisation and outline concerns. The aim is to resolve all concerns at this stage.

Notes

Compact Champions will be identified within each public sector organisation. Third Sector Champions will:

- a) be the CVS in each local area OR
- b) be selected by the Third Sector Forum to be representative across Highland

The Compact Champion will ensure any concerns raised are legitimate under the Compact or if they should be raised through the organisation's complaints procedure or as a breach of contract. The Champion will attempt to resolve concerns, with the focus on moving forward to restore relations within the partnership.

STAGE 2 – Compact Champions Mediation

Should the concerns raised be unable to be resolved at Stage 1, organisations will contact a Compact Champion who will provide impartial mediation. Organisations can contact a Champion from either sector.

Notes

The group will consider the views of both parties and the view of the Compact Champion. The aim for this group is to restore working relations between the two parties.

STAGE 3 – Compact Partnership

Should the concerns raised be unable to be resolved at Stage 2, the Compact Partnership will consider the views of each party and the Compact Champion. The decision of this group will be the final stage in the mediation process.