



# clerkroom | *Administration*

## Independent, Quality Assured Mediators



**High Quality Service & Fixed Costs for Insurance Funded Matters**

## Accreditation

- ✓ UK Civil Mediation Council Registered & Compliant
- ✓ Ministry of Justice Compliant
- ✓ EU & CMC code of conduct adopted by every mediator

## Quality Assured

- ✓ Mediators accreditation checked and recorded
- ✓ Insurance and training certificates held
- ✓ 3rd party, transparent feedback on all profiles

## Our Expertise Includes

- ✓ Employment tribunals
- ✓ Professional Indemnity
- ✓ Property damage
- ✓ Personal Injury
- ✓ RTA
- ✓ Construction claims under CAR policies
- ✓ Insurance coverage disputes

## Ongoing Training

- ✓ 6 hours ongoing professional development for each mediator
- ✓ In-house Seminars and training to insurance companies (free)

## CERTIFIED MEDIATOR

**nationalmediator**database

## Compliance

- ✓ Profile submitted
- ✓ Independent feedback
- ✓ History
- ✓ Insurance provider
- ✓ Expiry date
- ✓ Level of cover
- ✓ Training requirement
- ✓ Qualification date
- ✓ Training certificate
- ✓ EU Code of conduct
- ✓ Observations completed
- ✓ Annual CPD log

**Checked**

## Solutions for Insurance clients



## Quality Assurance, Fixed Transaction Costs, Mediators for Employment Tribunal Cases

### panel of **regional expert\* mediators**

The North West

The North East

The Midlands

The South

The South West

East Anglia

The South East

London

*\*expert (Noun)*

*"A person with a high degree of skill in or knowledge of a certain subject."*

## What is Clerksroom?

- ✓ A national administration service for mediations
- ✓ A network of 200 qualified Mediators
- ✓ Cost effective and efficient, saving you time and money
- ✓ One of the UK's largest mediation providers
- ✓ Independent and transparent
- ✓ Available by telephone and online 24/7

## Working towards settlement



## We wish to settle our case, what do we do now?

- ✓ Clerksroom will make the necessary arrangements
- ✓ The parties agree a date
- ✓ The parties advise where they would like to mediate
- ✓ Clerksroom appoint a Mediator
- ✓ Experienced staff will manage your case
- ✓ Case preparation notes are sent out
- ✓ The mediation is conducted
- ✓ Independent feedback is collected from each party following every mediation

## Fees

- ✓ **The cost of mediation will be invoiced to the insurance company involved. Clerksroom will obtain their approval to fund mediation**

**Travel & Expenses** – It is not our intention to charge travel time or cost for any mediation, but we reserve the right to discuss it with you if required in specific circumstances

## Benefits

- ✓ 3 hour Mediated Settlement Conference™
- ✓ Quick (You choose the date)
- ✓ Cost effective
- ✓ Private