

Rapid Response Service



Should a dispute arise in your organisation and you do not have an in-house workplace mediator available to deal with it, ADRg is able to appoint a member of our nationwide panel of fully trained and experienced mediators to your premises within **48 hours** of your contacting us.

Using the Rapid Response mediator service:

- your call will be dealt with immediately by fully trained staff at our head office
- they will select a suitable mediator in your area, check his or her availability and report back to you within eight business hours of your call
- the mediator will contact you within twelve business hours to discuss further steps
- the mediator will arrange to interview the parties within two days of phoning you
- the mediation will take place as soon thereafter as the parties agreed to hold it.

ADR Group's Workplace Mediation services provide an effective, immediate and cost-effective mechanism for managing disputes in your organisation.

The Gibbons Report on Workplace Dispute Resolution in the UK concluded that the 2004 Dispute Resolution Regulations had failed and should be repealed. The report recommended that future measures should be simpler, more cost effective and more flexible and in particular, that the use of mediation should be increased. The new Employment Act repeals the 2004 procedures and introduces a Code of Practice which encourages the early resolution of workplace disagreements through flexible and simple procedures.

For further information relating to this service, or you wish to discuss how this can be implemented in your company, please contact ADR Group on +44 (0) 117 946 7180.