GENERAL PRACTICE
MEDIATION

Mediation Terms of Business

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General Practice Mediation is a trading name of Dr Clare Sieber Ltd (company number 12599883). These are indicative terms for GP partnership and PCN mediations.

Fees expenses and payment

VAT at 20% is added to fees, including overtime, and included where applicable in travel and accommodation costs that will be recharged: VAT registration number 529 4386 60.

Fees

The written T&Cs set out the Mediation Fee and who is responsible for paying the fees and expenses. The Mediation fee includes the following, with overtime charged separately as shown:

- Unlimited virtual preparatory meetings with the parties and their legal representatives
- Any reading of documents/emails that the parties supply the mediator with
- The drafting of a mediation agreement, circulation of signed copies
- 8 hours of Mediation on the Mediation day
- Overtime on the Mediation day: £250/hr (entering overtime will need to be agreed by all Parties at the time)

Expenses

- Travel expenses (mileage at 55p per mile or first-class train fare) from PO20 3SR are charged for any face-to-face meeting.
- Overnight hotel stays may be required depending on location and will be explained in the T&Cs.

Payment

The Mediation fee is to be paid in cleared funds in advance of the service starting, after the T&Cs are signed.

The invoice for expenses will be sent after the Mediation day and is to be paid in cleared funds within seven days. The Mediator reserves the right to charge interest at 2% above Barclays Bank Plc base rate on any invoiced amount outstanding more than 7 days from invoice.

Venue

The Parties are responsible for arranging and funding a suitable venue for any face-to-face elements of the mediation.

Cancellation postponement and scope changes

Cancellation and postponement

Once a Mediation date has been confirmed, the rescheduling terms below apply:

- Cancellation of the Mediation once T&Cs / mediation agreement signed and payment made: no refund given.
- Rescheduling of a confirmed Mediation date is subject to the specific written T&Cs for the engagement. No rescheduling fee is charged where the change is due to Mediator availability.
- The mediation will be cancelled by the Mediator if there has been no engagement with a Party, despite attempts from the Mediator to communicate with them, after a period of three months.

Scope changes

The Parties may request a change in the scope of the mediation (for example to extend the settlement to include a dispute with former partners, premises owners or landlords). Approval of this will be at the Mediator's discretion and the scope change may be subject to an additional fee.

Confidentiality

All parties (and the Mediator) will sign a Mediation Agreement, which reflects the CEDR Model Mediation Agreement, before the Mediator begins any preparatory conversations.

The **Privacy Policy** explains how personal information is handled.

Professional Standards

The Mediator undertakes to observe the **CEDR Code of Conduct for Third Party Neutrals**, which assures The Parties to the Dispute of The Mediator's independence and neutrality, and confirms The Mediator's professional indemnity insurance cover of £1,000,000.

Complaints and Feedback

The Parties may be asked for feedback after the Mediation. Where feedback is used for marketing, it is anonymised.

Complaints should be directed to The Mediator in the first instance, according to the **Complaints Handling Procedure**.

DOCUMENT INFORMATION

Document	Mediation Terms of Business
Published by	Dr Clare Sieber Ltd · Company No. 12599883
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