

Devon County

Children and Young Peoples Service

CYPS Mediation Service

The cost of valuable time and money lost by Head Teachers and Governors trying to resolve conflicts is enormous. This frequently results in rising stress levels and attention is taken away from the day to day running of the school. CYPS mediation service is here to help.

What do we offer?

- A free service under our pilot scheme
- Access to nationally accredited mediators

How does it work?

- Make contact with us
- We then manage the entire process
- We research the conflict issue
- We make contact with all parties involved
- We set up individual party meetings
- We facilitate the full mediation
- Draft agreements if required
- We provide a follow up service at agreed time scales

Mediation is a process by which impartial facilitators (mediators) help people in a dispute work out an agreement. The disputants, not the mediators, decide the terms of the agreement. Mediation is a voluntary process which can transform the way people communicate, interact and manage conflict. This process is an informal alternative to grievance procedures; however, at any time during the process either party can withdraw and seek a formal resolution to their issues. It must be remembered, however, a win-win resolution (mediation) seeks to meet the interests of both sides in a dispute, whereas a win-lose resolution (formal process) focuses on the interests of one side at the expense of the other.

Who are we?

- Roger Morris - Mediation Co-ordinator 07966 474364
email roger.morris@devon.gov.uk
- Martin Harding, Mary Primrose, Di Brice, Debbie Clapshaw, Sue Clarke, Brendan Harcourt, Maggie Lambert, Duncan Moss, Colin Mackenzie

CYPS Mediation has already successfully assisted several schools within Devon.