

Our Compact

Resolving Differences

Compact Mediation Service

1. Purpose

The Compact seeks to clarify and enhance the relationship between the public sector and Third Sector. It is recognised that from time to time disagreements may arise. In the spirit of partnership working it is important that differences and concerns are addressed:

- Effectively
- At the lowest possible level and
- Within a realistic timeframe

2. Scope

This process is a useful tool, that guides all partners and their respective organisations through an agreed process to ensure that satisfactory resolutions are reached on differences.

3. Objectives

To provide:

- A clear and fair process for all parties involved
- Appropriate and accessible levels of resolution
- An opportunity to develop future good practice

4. Implementation

All partners' representatives will be encouraged to use this process to raise issues of concern.

5. Procedure

Stage 1

Partners should contact each other directly if they have a difference.

Partners should aim to resolve all differences at the lowest possible level and within a realistic timeframe agreed by all parties.

Partners, if they wish, are able to take a third party along to any meeting arranged to discuss the difference. Partners should tell each other, at least 5 working days in advance, who will be attending the meeting.

The nature of the difference should be identified briefly e.g. from which compact code of good practice. Any action points agreed should be recorded and copies lodged with the Compact Monitoring and Implementation Group.

Stage 2

If a satisfactory outcome is not reached at Stage 1 then Third Sector organisations should contact the compact representative at Doncaster CVS to discuss the issue. Public sector agencies should contact the compact representative within their organisation to discuss the issue. The compact representative will endeavour to facilitate a resolution to the difference by offering support and arranging a meeting between the parties if appropriate.

A meeting should be held within 28 working days of the issue being raised with the relevant compact representatives. If this is not possible then reasons for the delay should be recorded and submitted to the Compact Monitoring and Implementation Group.

The nature of the difference should be identified briefly e.g. from which compact code of good practice. Any action points agreed should be recorded and copies lodged with the Compact Monitoring and Implementation Group.

Stage 3

If a satisfactory outcome has not been reached at Stage 2 then the relevant compact representative should signpost the partner raising the concern to the appropriate Compact Mediation Service. A full up to date list of these will be held by CVS and will include the following:

The Compact Mediation Scheme

www.cedr-solve.com/compact

National Council for Voluntary Organisations (NCVO's) Compact Advocacy Programme

<http://www.ncvo-vol.org.uk/compactadvocacy/information/?id=1952>

Commission for the Compact

<http://www.thecompact.org.uk/>

Partners should be aware that there may be a financial charge for using these services.