HAS THE NUMBER OF STUDENT COMPLAINTS RISEN AT YOUR UNIVERSITY?

Are you looking for support in handling complaints more effectively?

CAOS Conflict Management supports the appropriate use of Mediation to resolve University Student Complaints through:

- Mediation services
- Set up and management support for in-house mediation services
- Staff training for in-house mediation

Tel. 020 3371 7507

www.caos-conflict-management.co.uk
What are the benefits of Introducing Mediation into your University?

- Mediation reduces the sense of ‘us and them’ when going through a complaints procedure – for both staff and students!

- Mediation supports a more cohesive community within the University as it encourages a more co-operative way of dealing with difficulties, whether student complaints or staff disputes.

- Mediation provides opportunities for learning, improvement and change in the way the University operates without it having to be shown to have ‘failed’ by an outside body before this change is implemented.

- The University’s reputation suffers less damage if a complaint is resolved through mediation.

- Mediation training provides opportunities for staff development and the learning of conflict management skills that can be transferred to other areas of University life...

“In my 20 years experience as an academic this is the best ‘in-service’ training I have experienced...... The outcomes achieved during, and as a result of, the training have been significant for my own work and my dealings with students and staff on a day to day basis. I have found myself drawing on the work we did in the workshops almost every day. The techniques we were helped to develop have proved invaluable in seminars, practical classes and lectures. I thought I was going to learn about mediation as a separate and distinct mode of operation. Instead the whole process has challenged my most basic interactions with people for the better.”

Dr Meretta Elliott, Senior Lecturer, School of Arts, Brunel University
What are the benefits for Students of Using Mediation to Resolve their Complaint?

- Mediation can help to maintain working relationships with staff which, if taken through a complaints procedure may be irretrievably damaged, affecting the student’s academic performance and/or their ‘student experience’.

- Mediation doesn’t prevent students from continuing with their complaint if it doesn’t lead to a satisfactory outcome – so they have ‘nothing to lose but everything to gain’.

- Mediation involves very little bureaucracy. Few, if any, forms are needed to go through with mediation.

- Mediation can be used at any stage in the complaints process meaning it will not ‘hold up’ the complaints procedure, making it safe to ‘give it a go’.

- Mediation can lead to a quick resolution of a complaint reducing the level of stress associated with a complaint – for all involved.

Mediation is a CONFIDENTIAL PROCESS and so a student can discuss things which they may not want to have to bring up in a hearing or other more public forum.

As students move more and more towards being ‘customers’ or ‘consumers’ of their University education experience, mediation can greatly improve the sense of customer care given by a University while allowing staff to communicate their reasonable expectations of students in order to help them succeed in their studies.
http://www.caos-conflict-management.co.uk/university-student-complaints-mediation.html

http://bit.ly/kS1w8J (a shortened version of the above web address)

Or, if you have a QR code reader on your iphone, blackberry or android phone, scan this QR code and you will be taken to the webpage about the support CAOS provides to Universities in handling student complaints:

If You Would Be Interested In Finding Out More, Please Contact
Caos Conflict Management On 020 3371 7507 To Speak to Alan Sharland

Email him at

alan@caos-conflict-management.co.uk

Follow CAOS on twitter at
http://twitter.com/#!/CAOS_Mediation

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