

Mediation Process



Mediation Unit of the Office of the Ombudsman For United Nations Funds and Programmes

- Case received directly from visitor or through referral
- Processing of case
- Initial chat with visitor
- Validate choice of mediation
- Explain mediation process

Case Intake

- Both parties sign agreement to mediate
- Q&A with Mediation Unit (optional)
- Confirm participant list of mediation process

Agreement to Mediate

- Analyse nature of dispute
- Address whether in-person mediation is appropriate
- Conflict check & cost analysis
- Consider Global Mediation Panel
- Appoint mediator
- Mediator/Mediation Unit reaches out to parties for intro and mediation schedule

Appointment of Mediator

- Mediator's opening statement
- Joint session(s)
- Caucus (separate sessions) (optional)
- Settlement/No settlement
- Closing

Mediation Day

- Finalize settlement agreement (if any)
- Follow up by mediator (if no settlement)
- Mediation survey

Completion