

## **APPENDIX 4 ALTERNATIVE DISPUTE RESOLUTION METHODS**

### **Mediation**

Mediation seeks to rebuild and repair an employment relationship through an impartial and independent intermediary. This person could be a specialist ACAS mediator or an employee trained to act as a mediator. Mediation is informal and not usually legally binding. It's confidential and both parties enter into it voluntarily.

### **Conciliation**

Conciliation operates in the same way as mediation, except it is used where a complaint about employment rights has been made to an employment tribunal. ACAS offers a free, independent and confidential conciliation service. ACAS can also conciliate where a claim could be made to a tribunal.

### **Arbitration**

Arbitration is a little different from the other two in that the impartial third party is asked to make a decision on a dispute. The two sides present evidence to an arbitrator, who makes a decision that they have agreed in advance to abide by. In this way, it can be seen as a confidential alternative to a tribunal or court of law. As with the mediation and conciliation, arbitration is voluntary.