

Safeguarding Policy

Revised: November 2025

The purpose of this policy statement is:

- To protect children and young people who meet with a mediator from Mediation Consultants, as part of Child Inclusive Mediation, from harm. This will include being alert to the possibility of harm to the children of adults who use our services for mediation, but whose children do not meet with a mediator.
- To protect vulnerable adults, or those who may feel suicidal, from harm that they might do to themselves, or harm that they may do to each other
- To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection and safeguarding vulnerable adults.
- This policy applies to anyone working on behalf of Mediation Consultants, including all mediators, volunteers, and observers. It should be read before being part of any mediation meeting or confidential information about clients.
- This policy should be read in conjunction with the Vulnerable and Suicidal clients' policy.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation is available from nspcc.org.uk/learning. It also encompasses key parts of the Family Mediation Council Code of Practice in relating to safeguarding children, and vulnerable adults.

Supporting documents

This policy statement should be read alongside our Privacy Policy, Vulnerable and Suicidal clients policy, and any other relevant documents including the office manual and induction folder.

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, together with vulnerable adults, to keep them safe and to practise in ways that protect them.

We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take, that some adults may be more vulnerable than others, and they may not identify as needing additional care.
- All children and adults, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse

- Some children and some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers, and other agencies is essential in promoting young people's welfare, and that of vulnerable adults.

We will seek to keep children and young people, and vulnerable adults safe by:

- Valuing, listening to and respecting them in initial, MIAMS, joint, shuttle and child inclusive mediation meetings and in any correspondence or discussions with them outside the mediation process
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for mediators and agents
- Providing effective management for mediators, agents through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance (more information about this is available from the Information Commissioner's Office: ico.org.uk/for-organisations)
- Making sure that children, young people, and their families, together with vulnerable adults, know where to go for help if they have a concern
- Using our safeguarding and vulnerable and suicidal clients policies to guide our work and by sharing concerns and relevant information with agencies who need to know, and involving parents and carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment
- Ensuring that we have an effective complaints policy in place
- Ensuring that we provide a safe physical environment for our children, young people, vulnerable adults, mediators and agents, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where mediators and agents, clients, children and young people treat each other with respect and are comfortable about sharing concerns.

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This policy statement came into force on 9th December 2020. We are committed to reviewing our policy and good practice annually. This policy statement and accompanying procedures were last reviewed on 14th November 2025.