

Your mediation questions, answered.

Together we can talk things out

I work shift patterns, can I still use mediation?

Yes. We'll work with you, the other person and occasionally your line manager to work around your shift patterns.

Do mediators tell people what to do?

The mediator won't tell either of you what to do. They'll listen to both people's issues and encourage you to reach a mutually agreed solution. They won't take sides; they'll simply facilitate the conversation to reach the best possible outcome.

Where does mediation happen?

Where possible, mediation takes place in a neutral venue away from your usual work location. It will be somewhere agreed by both individuals, ideally local to both of you, with the mediator travelling to meet you there. The joint meeting will happen in one room, and each of you will have access to a separate room in case you need it.

Is mediation confidential?

Yes. Every aspect of your mediation will be entirely confidential. Both people will be asked to sign a confidentiality agreement before proceeding.

Will it go on my record?

No. Nothing will go on your record, and anything raised in the mediation process cannot be used in any potential future formal procedures.

What happens if I have already raised a grievance?

Any grievances to do with your dispute that were raised before you go to mediation can be put on hold for the duration of the mediation process.

Will my line manager be informed?

Yes: your line manager will be made aware you're going through the process, but all information will be kept confidential unless both people mutually agree to share.

For more information, email: mediators@networkrail.co.uk
- this can be done from a work or personal email address.
Or, if you feel comfortable, speak to your line manager.