

Desired Agreements



Desired Agreements are the focus of the meeting. They become the agenda for the conciliation meeting.

Complainants prepare their Desired Agreements with the help of the Conciliation Coordinator. They outline the issues that need to be addressed in order for the Complainant to be satisfied.

The Desired Agreements are passed to the Respondent. These allow the Respondent to do the necessary research and preparation work before the meeting, so that they can come to the meeting fully informed. If a Respondent is surprised on the day it is unlikely that they will be able to respond positively.

It is important that the Desired Agreements are prepared early in the process so that the Respondent can decide who needs to attend the meeting and a meeting date can be set.

Those attending the meeting must have the knowledge to discuss the issues fully and the authority to make decisions and authorise the agreed changes.

Occasionally, a Respondent may wish to include an additional item on the agenda (their own Desired Agreement). This must be relevant to the case.

Both parties must agree that the items on the agenda are important in order to try to resolve the dispute. There is only one conciliation meeting so it is vital that everyone is prepared to address all of the issues on the day.

Desired Agreements vary with individual Complainants. However some issues regularly feature in conciliation:

- Apology
- Staff Disability Training
- Change in policy
- Change in procedure
- Compensation