

# The Conciliation Meeting



Most Part III conciliation meetings last, on average two or three hours. A few Part III cases and most Part IV cases can last up to four hours. We will let parties know in advance how long the meeting is likely to last.

In order to resolve disputes, it is important that some ground rules are respected by both parties. These will include:

- Being prepared to listen to the other party's point of view even if it is a view that they do not agree with.
- No offensive language or behaviour

Parties may want to take breaks during the meeting. The Conciliator will arrange this. This might be to:

- Take a comfort break
- Talk privately with a colleague, supporter or solicitor
- Talk privately with the Conciliator
- Make a phone call

Face to face meetings generally take place at a neutral venue. This is organised and paid for by DCS. Very occasionally, for practical reasons, meetings take place at a venue provided by the Complainant or Respondent. This is discussed with both parties before the meeting. If this happens, it is important to remember that the Conciliator is running the meeting.

If any aid to communication is required for the meeting, this is arranged and paid for by the DCS.