

The Role of DCS Conciliation Coordinators



Conciliation Coordinators work with both parties from the DCS office in Bristol. This is by phone and / or other forms of communication, including fax, e-mail, SMS and minicom.

They help both parties prepare effectively for the meeting.

They offer support and information to both parties with any issues or concerns that arise. They will also talk to parties about where they can seek further advice.

Any information given to Conciliation Coordinators is kept confidential to DCS. Any information that is shared with the other party is done by agreement.

The DRC provides Conciliation Coordinators with information on the case. Information is vital for the Conciliation Coordinator, as are thoughts and feelings about the case and the meeting.

It is the Conciliation Coordinator's responsibility to make sure that the Conciliator is fully briefed about the case before the meeting.

Conciliation Coordinators can offer a wealth of knowledge and experience about the conciliation process. Please listen to what they say.

Conciliation Coordinators have a number of cases and commitments to deal with. If they are not able to give you their attention at a given time, please accept this and be assured that they will contact you as soon as possible.

Conciliation Coordinators are there to help. At the DCS we understand that disputes are distressing and that people often feel angry. However we will not tolerate abusive or threatening behaviour towards any member of our staff.