

# BRITISH FOCUSING ASSOCIATION

## MEDIATION PROCEDURE

BFA believes that the process of Focusing is in itself an instrument of mediation. It aims to provide a welcoming and positive structure in which both parties can find appropriate ways forward.

1. Focusing clients and students are actively encouraged to be aware of their felt sense of their situation with their teacher or practitioner. If something does not feel right for either party, they are encouraged to spend some time Focusing on it and to be open to any steps that might need to happen to address the situation.
2. If resolving the situation involves addressing something in the teaching or the behaviour of the BFA member, the Focusing student/client is encouraged to bring it to their attention. The BFA member is encouraged to listen openly to the Focusing student's/client's felt sense of the situation and to engage interactively to find a mutually respectful way forward.
3. If the situation still feels unresolved, the two people could agree to invite a mediator to listen to each of them (either together or separately) and to hold a safe and neutral space. This person will then review the situation impartially in a joint meeting to move towards resolution. Mediation is voluntary and rests upon the willingness of all people involved to try to find an understanding that is mutually agreeable. This process can be flexible and responsive to the needs of the people involved.
4. If either party needs help in finding a mediator, they can seek the help of the BFA chair.
5. If the Focusing student/client is not satisfied by the mediation process and the issue appears to be one of ethical practice, then a panel made up of two BFA members appointed by the BFA Chair will review the complaint and recommend an outcome consistent with the Code of Ethical Practice and Section 8 of BFA's Articles of Association.
6. A record of the outcome will be kept by the BFA Chair.