

DISPUTE RESOLUTION SERVICE



Mediation Services

Introduction

Mediation is a powerful way to resolve property and construction disputes.

Our ACRE™ mediation service pairs parties with a trained, experienced mediator who helps guide parties towards an agreed resolution.

A mediator clarifies issues, checks realities, and assists parties in finding solutions. They guide negotiations to prevent conflicts from escalating.

RICS has been providing mediation services for over 25 years. In addition to our general mediation services, we offer specialist mediation services tailored to specific needs.



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Our Mediation services

[RICS ACRE™ Mediation Service](#)

This is our primary mediation service. It's a comprehensive, commercial approach to mediation. It stands for Analytical, Commercial, Restorative, Expert. Our experienced mediators use their technical expertise and experience to analyse legal and commercial aspects of parties' disputes to offer flexible solutions that courts/arbitration cannot provide. The focus of the mediation is on restoring business relationships, preventing further damage and avoiding the time and cost of court.

It's suitable for all disputes.

We also provide specialised mediation services. For more details on each service, please click on the titles below:

[Boundary Disputes Mediation Service](#)

Devised by RICS and the Property Litigation Association and supported by the Civil Justice Council to help neighbours resolve disputes about boundary lines and related issues. It provides a quicker, cheaper and more informal approach than litigation, while helping neighbours to deal with issues that are at the heart of their dispute in a positive and proactive way.

[Consumer Mediation Scheme \(CMS\)](#)

An alternative means of resolving disputes for consumers who have brought goods or services from a trader and who have exhausted the trader's complaints procedure and remain dissatisfied with the outcome.

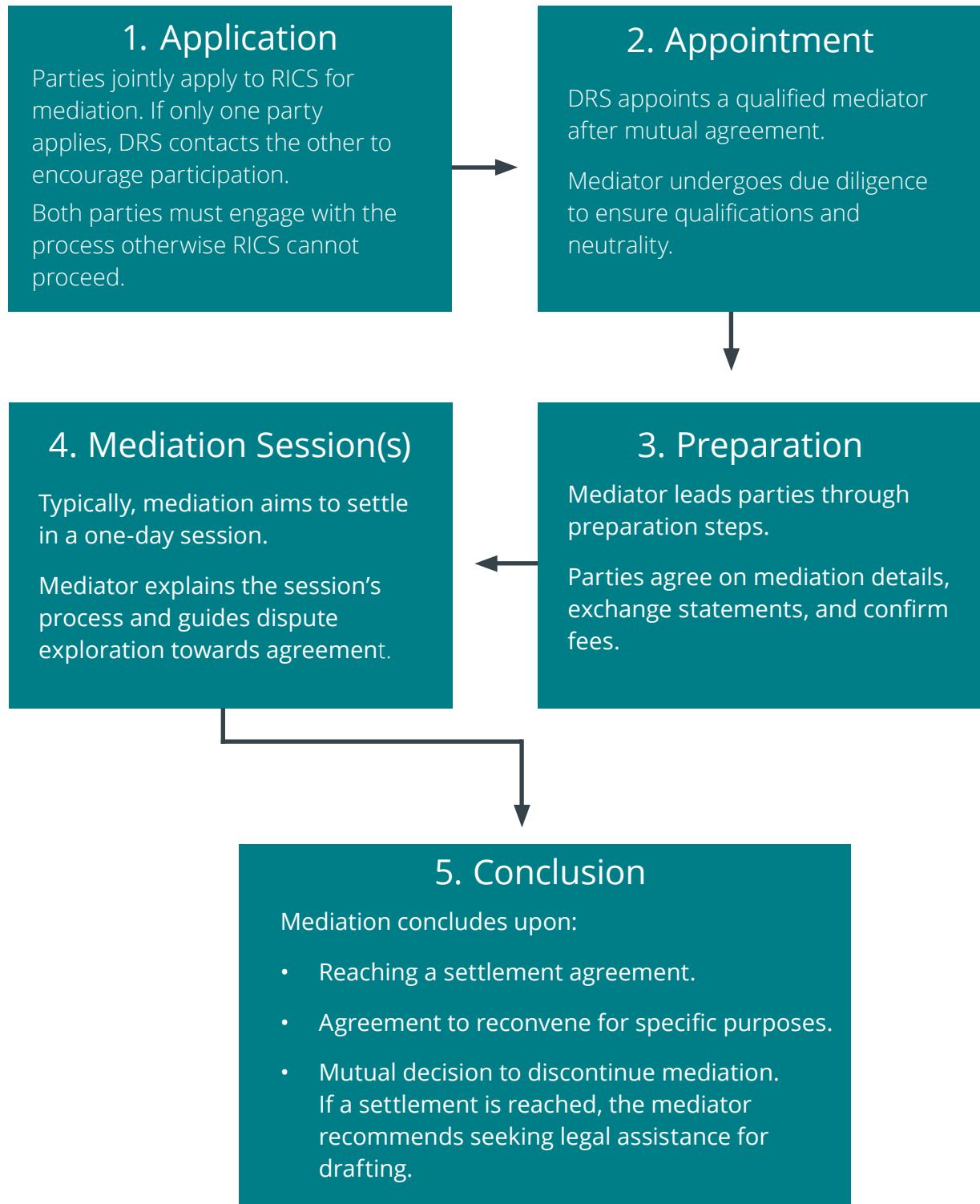
[Court Approved Alternative Dispute Resolution Service](#)

This service helps resolve disputes concerning land, property, and construction works when directed by the court to attempt settlement through mediation.



The Mediation process

There is no standard “one size fits all” mediation procedure; it is a flexible process. This is an indication of how a mediation may run.



Advantages of Mediation

Jumpstart Negotiations:

A neutral mediator can bring new energy to delayed negotiations. They help parties move from entrenched positions by identifying the real issues and concerns.

Improve Communication and agreement:

Mediation fosters better communication and negotiation, helping parties reach an agreement.

Confidential and Voluntary:

The mediation process is confidential and voluntary. Unlike a court, there is no imposed decision; parties retain control over the settlement.

Qualified Mediators:

We use only highly qualified and experienced mediators who meet RICS's strict standards and are accredited.

Time-Saving:

Mediation can be organized within days and usually concludes in one day.

Flexible Process:

Mediation can be as simple or complex as needed. You can discuss the options with your mediator.

Why choose an RICS Mediator

RICS have been training and accrediting mediators for over 25 years. We promote and enforce the highest professional standards across the built environment and the RICS ACRE™ Mediation Accreditation is a globally recognised qualification in this sector.

Our panel of mediators have undergone an intensive training programme and been assessed against rigorous criteria. They are continually monitored to ensure they satisfy both RICS CPD policies and the requirements of the Civil Mediation Council.

Our mediation panel consist of professionals from various built environment backgrounds, and we will always endeavour to appoint a mediator with experience in the subject of the dispute.

The appointed mediator will be neutral, which means they will have no connection with either of the parties or any interest in the outcome. RICS conducts conflict of interest checks before making any nominations or appointments.





Face to Face vs Online mediation

All of our Mediation services can be conducted either online or face to face. Parties will need to agree this and notify RICS of their choice when submitting their application.

Mediator's fees

RICS does not charge a fee to appoint a mediator.

The mediator's fees will be agreed between with the parties and the mediator, prior to the mediation starting. Each party is responsible for covering half of the mediator's fee.

The parties will also be expected to pay half of any reasonable expenses incurred by the mediator.

If the mediation session is conducted face to face the parties will also have to pay half of any room hire and refreshments etc. This should all be agreed between the parties and the mediator prior to the mediation session.

Civil Mediation Council (CMC) Fixed Fee Mediation Scheme

RICS is a CMC registered provider of their [Fixed-Fee Mediation Scheme](#). Fees are fixed on a sliding scale based on the value of the dispute up to £50,000 and the duration of the mediation. If you would like to apply for a mediator under the CMC fixed fee mediation scheme you will need to notify RICS on the application form.

Delivering confidence

We are RICS. As a member-led chartered professional body working in the public interest, we uphold the highest technical and ethical standards. We inspire professionalism, advance knowledge and support our members across global markets to make an effective contribution for the benefit of society. We independently regulate our members in the management of land, real estate, construction and infrastructure. Our work with others supports their professional practice and pioneers a natural and built environment that is sustainable, resilient and inclusive for all.

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