Student Resolution Service
Process map

Referrer (Student or staff) -> Contacts SWSS

SWSS meets referrer and discusses the dispute

Team determines suitability for mediation

No -> Signpost to appropriate services

Yes -> Engage with first student (if not referrer) -> Engage with second student

Assess additional factors (gender, race, disability, etc.)

Identify potential mediators

Arrange mediation

Undertake mediation

Feedback to referrer (if relevant) -> Post-mediation questionnaire -> Collate feedback

Version 1.2
Feb 2018