



## The Professional Mediator's Charter

### 1. INFORMED CHOICE

All members of the PMA shall conduct mediation based on the principle of party self-determination and informed choice. PMA members shall explain to the participants, that the probability of success can be improved when they participate with an open mind throughout the mediation process.

### 2. IMPARTIALITY

All members of the PMA shall demonstrate impartiality throughout the mediation process by conducting mediations fairly, diligently, even-handedly, and with no personal stake in the outcome. PMA members shall decline a mediation if they cannot conduct it in an impartial manner.

### 3. CONFIDENTIALITY

All members of the PMA shall discuss confidentiality issues as soon as practical and before confidential information is provided by anyone. PMA members shall maintain the confidentiality of all information obtained by them during the process of mediation, unless otherwise agreed to by the parties.

### 4. QUALITY ASSURANCE

All members of the PMA shall conduct mediation in accordance with these Standards and in a manner that promotes diligence, timeliness, safety, presence of the appropriate participants, party participation, procedural fairness, and mutual respect among all participants.

### 5. COMPETENCE AND CPD

All members of the PMA shall mediate only when they have the necessary competence to satisfy the reasonable expectations of the parties. All PMA members shall update their skills on a regular basis by attending structured Continued Professional Development (CPD) events maintain and enhance their knowledge and skills related to mediation.

### 6. COMMUNICATIONS, PR and MARKETING

All members of the PMA shall be truthful and not misleading when advertising or otherwise communicating their qualifications, experience, services and fees. PMA members shall not make promises or guarantees of specific results.

### 7. RESOURCING AND CHARGING

All members of the PMA shall provide each party or each party's representative true and complete information about mediation fees, expenses and any other actual or potential charges that may be incurred in connection with mediation.

### 8. MEDIATION PRACTICE

All members of the PMA shall act in a manner that advances the practice of mediation.

The Professional Mediators Charter should be displayed clearly by all PMA members at their place of work and on their website. The Charter should also accompany any documentation sent to the parties in advance of mediation commencing.

**For a full copy of the Professional Mediator Practice Standards, please visit [www.professionalmediator.org](http://www.professionalmediator.org)**

*"The Professional Mediators' Association (PMA) exists to raise awareness of mediation and to promote excellence in all aspects of mediation and alternative dispute resolution (ADR)."*

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