

Members commit:

1. To conduct their professional lives with integrity, honesty and respect for the law and to behave in a way consistent with this in their private lives
2. To promote the objects of Resolution Institute and to act in accordance with its Constitution, promoting professionalism and respect for the practice of DR
3. To uphold the integrity and fairness of DR processes
4. To offer and undertake only those DR processes for which they are qualified and in circumstances where they have the appropriate experience and/or access to appropriate professional support
5. To represent their qualifications and experience accurately and fully
6. To distinguish their roles as DR practitioners from any other professional role in which they may act and to make this clear to participants
7. To provide sufficient and accurate information that enables potential participants to make an informed choice about whether and how to proceed. This includes:
 - a description of the proposed process, the qualifications, experience and obligations of the practitioner, and
 - the fees and other expenses associated with the process and the basis on which these will be calculated and charged
8. To assess, as far as possible, the suitability of a dispute and those engaged in the dispute for the DR process being proposed and to proceed only if assessed as suitable
9. To disclose all known actual and potential conflicts of interest before and if they arise during the DR process. With the participants' agreement, the process may proceed only if the Member is satisfied that the conflict or perception of the conflict will not impair the Member's impartiality and independence.
10. To prepare appropriately for the process
11. To inform and, if appropriate to the process, discuss with participants the procedural aspects of the process, confidentiality including its scope, the role of the DR practitioner and the roles of participants, their support people and their advisers
12. To be faithful to the relationship of trust and confidentiality inherent in the role of DR practitioner
13. To use information gained in an DR process only in that process; and not to act for any participant in any professional or other capacity in relation to the same subject matter
14. To communicate with participants even-handedly, respectfully and sensitively, using the method(s) appropriate to the process

15. To conduct DR processes fairly, diligently and professionally, exhibiting independence and impartiality and putting the interests of participants ahead of their own
16. To conduct the process in a timely manner and in accordance with the law
17. To engage in professional learning activities to develop and refine their DR knowledge and skills
18. To cooperate in establishing and maintaining the quality, qualifications and standards of DR practice
19. To suspend or terminate the DR process if it becomes evident that it is no longer appropriate or that it could be detrimental to one or more of the participants or to the practitioner
20. To comply diligently with the requirements of other schemes under which they are accredited or registered
21. To ensure that they are covered by the necessary insurances
22. To welcome feedback and cooperate in addressing any complaint, while maintaining appropriate confidentiality

Specifically, in relation to mediation, members commit:

23. To uphold the principle of participant self-determination
24. To support participants to explore issues, to identify interests, to generate and evaluate options and to make decisions about future outcomes and action
25. To provide advice and/or expert information only where it enhances the decision-making of the participants; in circumstances where the participants have contracted before the mediation begins that such advice can be provided; and where practitioners have the appropriate qualifications and expertise

For additional information Members may also like to refer to:

- IMI Code of Professional Conduct
- National Mediator Accreditation System 2015 including *Approval Standards* and *Practice Standards*
- National Alternative Dispute Resolution Advisory Council *Principles for Resolving Disputes*, April 2011

Date policy adopted

1 January 2015 (updated to reflect the change of the organisation's name in October 2015)