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**Welcome to the Complete Mediation Elemental Service. This is a simple and efficient service which can be used at any time in a disputed claim. There is no need to provide the full details of the claim. Both parties know what the dispute is about and the Mediator will assist each party on a confidential basis to resolve the dispute.**

**The Elemental process is set out below, if you agree the procedure then both parties need to sign and return the Agreement with the fee and the case will be referred to one of our Mediators who will send the parties the confidential briefs to complete.**

**The Elemental process;**

**ELEMENTAL TIMELINE**

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| * Initial contact and response from Elemental (including forms to complete and nomination of Mediator) |
| * Receipt of completed forms and fee paid: Mediator contacts the parties within 24 hours asking for first offers |
| * Mediator responds to the parties on the day of the first offer with comments |
| * Mediator reviews within 24 hours and speaks to each party within that time frame. A third offer is then invited. |
| * The Mediator again comments and says case settled or asks if the parties wish to engage further. |
| * The end of the timed process |

**The Elemental Process**

1. On receipt of the confidential offers if there is no settlement the Mediator will provide confidential comment to each party;
2. The Mediator invites a second round of offers;
3. If no agreement the Mediator will contact each party for a confidential discussion and if agreed communicate any relevant information to the parties;
4. The Mediator invites the parties to make the third and final offer;
5. If settlement is agreed the Mediator will notify the parties and invite them to prepare a draft agreement for circulation.
6. If the parties do not settle the Mediator can be retained (on an agreed hourly rate) to suggest further scope for mediation with a view to resolving the dispute. In the event of settlement at that stage again the Mediator will invite the parties to prepare a settlement agreement.

**FEES**

Case value up to £250,000 – Fixed fee £400 plus vat

Post stage 3 of Timeline Mediator fee £150 per hour plus vat.

**AGREEMENT**

The parties agree to follow the process described above and to pay £      to Complete Mediation in advance of the Mediation commencing and to pay £      for any additional time arising under paragraph 11 of the Process. The parties agree that the Mediator is an independent Mediator and that the parties have the benefit of independent advice. The parties agree that the Mediator will have no liability to them for any act, omissions, statement or otherwise in the course of the Mediation.

**Claimant**

|  |  |
| --- | --- |
| Signed |  |
| Dated |  |

**Defendant**

|  |  |
| --- | --- |
| Signed |  |
| Dated |  |

**Other Parties**

|  |  |
| --- | --- |
| Signed |  |
| Dated |  |