Auroville Conflict Resolution Policy, Annex 1 – Mediation

1. **What is mediation?** Mediation is a structured process for dispute resolution, conducted by one or more third parties (the mediators). The mediators’ role is to support the parties in conflict to have a positive conversation and reach an agreement that is acceptable to them. The mediators’ role is *not* to decide on behalf of the parties in conflict. Mediation is a voluntary process that is entered by individual choice and can be ended at any moment.

2. **Who can be a mediator?** In order to join the pool of Auroville mediators, you have to be trained in mediation and have practiced a minimum of 20 hours on real cases with an experienced mediator.

3. **How are mediators chosen for a specific case?** The parties agree upon who they want as mediators, if necessary with the help of Koodam. In case the parties can’t agree, the AVC can choose the mediators.

4. **What does Impartiality mean?** Mediators act impartially – that means they do not represent the interest of any party, but treat both parties as equals. If, at any moment during mediation, a mediator feels that he/she is not able to act impartially, he/she will step back from the mediation process and announce this to Koodam, so a substitute mediator can be found. If the one party or both parties perceive a mediator to not act as impartial, they can ask Koodam to find a substitute mediator.

5. **What is the purpose of Confidentiality?** A mediation session aims at creating a safe space that allows for conflicts to transform. In order to create this safe space, parties and mediators agree to keep what is spoken during a mediation process between them. The disputing parties and the mediators are committed and trust each other to keep this confidentiality, unless all sides agree to share specific information. Exceptions are situations that are of threat or harm to someone, an intention to harm a third party or matters of crucial public importance. On request of the parties, the mediation agreement can also be kept confidential.