



MEDIATION OUTCOME STATEMENT

The following people attended a Mediation meeting on 6th December 2007

**D. J. - and – J. H., University Secretary and Academic Registrar,
University of P**

Mediator: C. H. , OxCHEPS Mediator

and discussed/agreed/will action the following :

1. D provided an overview of his concerns in relation to the University's management of his disabilities, and resulting complaints.
2. J apologised for the unintended consequences of D's poor experience, and particularly for the distress caused to both D and his family.
3. It was noted that a financial settlement regarding matters had been agreed separately, however it was agreed that there were practical learning experiences which arose by virtue of the meeting discussion.
4. J thanked D and agreed that the University will analyse all of the feedback, and make changes to procedure and practice where appropriate to improve the University's management of disability issues.
5. It was agreed that the mediation meeting provided a useful forum for discussion, review, action, and closure.
6. This document is not confidential, and may be communicated to others for constructive purposes.

Signed by D. J. :.....

Signed by J. H. :.....

witnessed by the Mediator:.....

Oxford Centre for Higher Education Policy Studies

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