

CODE OF ETHICS

1. A member should uphold the integrity and fairness of the relevant dispute resolution process.
2. A member should disclose any interest or relationship likely to affect impartiality or neutrality or which might create an appearance of partiality or bias.
3. A member should have undertaken training and have appropriate experience in the relevant dispute resolution process.
4. A member should accept an appointment only when the member has the necessary qualifications to satisfy the reasonable expectations of the parties and the ability to conduct the process promptly and efficiently.
5. The process should be conducted diligently and expeditiously.
6. A member should be faithful to the expectation of trust and confidentiality inherent in the process.
7. Advertising or promotion by a member should be accurate and not misleading.
8. A member should fully disclose and explain the basis of fees and charges before accepting appointment.
9. A member should avoid impropriety or the appearance of impropriety.
10. A member should recognise that mediation is based on the principle of 'self determination' by the parties.
11. A member should make decisions in a just, independent and considered manner.
12. A member alleged to be in breach of this Code shall be subject to the provisions of the Institute's rules dealing with professional misconduct and disciplinary matters.

Approved by Council
25 July 2003