

REAL LIFE CASE OUTCOME

- Process
- Settlement
- Outcome



Process

- Prepare self, client and their supporter
- Provide information to mediator and other side
- Such as particulars of claim, defence and written witness statements

For Disabled Clients

- Check venue is physically accessible
- Check caring responsibilities - collect children at a certain time?
- Check and sign mediation agreement prior to mediation meeting.

Mediation Agreement Terms

- Agree to cooperate in good faith with the mediator
- All attending are bound by the mediation agreement
- Agreement includes time limit eg. 10am to 5pm - important!
- We agreed 10am - 2pm. Then wind up the process

Settlement Agreement

- Signed by claimant and the defendant's solicitor.
- Agreement brought legal proceedings to a settlement by consent in full and final settlement.



Settlement Terms

- Defendant to provide claimant email addresses of bus company staff for reporting further incidents within 24 hours. or as soon as possible thereafter in order that the defendant can investigate the same.
- A review meeting in 5 weeks at 10.30am at Defendant solicitor's office.

Settlement Terms

- Defendant's send, within 21 days, a letter of apology to the Claimant's solicitor.
- Defendant to review driver training and increase use of ibus information system.
- In relation to wheelchair users, priority boarding and a poster campaign in all depots emphasising correct procedures to adopt when boarding and alighting wheelchair users.

Settlement Terms

- Pay client £10,000 and EHRC legal costs of £4,000 un full and final settlement of the claim, within 21 days.



Outcomes

- Continued follow up
- Better communication between client and bus company
- Bus Drivers comply with the law and stop disability discrimination
- Client working with bus company and understanding each other really worked