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What are the advantages of the mediation procedure?

Mediation is:

- free of charge
- confidential: the information and documents exchanged during the mediation procedure, the names of the parties involved and the Ombudsman's recommendation may not be disclosed
- impartial: the Ombudsman acts entirely independently
- quick: in principle, the mediation process takes three months from the time when the parties provide the Ombudsman with all the necessary information
- non-binding: the Ombudsman makes a recommendation but the parties are free to reject it
- in accordance with law and equity (fair, equal and equitable).

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20 April 2022

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ANNUAL REPORT

MEDIATION

15 June 2021

AMF Ombudsman Annual Report 2020



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