

Directive 2008/52/EC of the European Parliament and of the Council of 21
May 2008 on certain aspects of mediation in civil and commercial matters

Article 4

Ensuring the quality of mediation

1 Member States shall encourage, by any means which they consider appropriate, the development of, and adherence to, voluntary codes of conduct by mediators and organisations providing mediation services, as well as other effective quality control mechanisms concerning the provision of mediation services.

2 Member States shall encourage the initial and further training of mediators in order to ensure that the mediation is conducted in an effective, impartial and competent way in relation to the parties.