



Resolution

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July 2025
FOI_7273

The following information was requested on 16 June 2025:

My request relates to communications from the Department of Health (DoH) to NHS Resolution (NHSR) about the use of third-party providers.

Please could you disclose information, guidance, policies and requests sent to NHSR in respect of the use of third party providers in the resolution of disputes, in particular in relation to the use of third parties (i.e. non NHS employed) to resolve disputes, including but not limited to mediators to attend the Mediation of clinical disputes brought against the NHS for negligent medical treatment. Is it the case that NHSR is restricted in it's use of third-party mediators.

Our Response

Thank you for your request for information.

The way your request is worded suggests that the Department of Health and Social Care (DHSC) provide input into the selection of mediators we can use. We can advise that we receive no input from DHSC on our suppliers for mediation.

Therefore, to answer your request NHS Resolution's mediation services suppliers are not restricted or pre-determined by DHSC but are appointed following an open tender procedure in compliance with the Public Contracts Regulations 2015.

For further information about our mediation service please see here: [Dispute resolution - NHS Resolution](#).

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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