

# Mediation Grammar: a Standard for Service Quality to Enable Migrants Integration

*Now Open for Public Consultation*

**Dear experts on integration and empowerment of migrants,**

With great pleasure, we convey that the Mediation Grammar, a European standardization proposal for service quality, is undergoing a formal procedure to receive recognition from the European Committee for Standardization (CEN). To facilitate the endorsement of Mediation Grammar as a European standardization document, we have conducted a series of meetings with individuals and stakeholders from relevant institutions. The outcome of these deliberations is a document called "CWA - CEN Workshop Agreement." **The [draft CWA](#) is now available for commenting and public consultation on the CEN website for 30 days.**

This public consultation provides:

- a) a valuable opportunity for concerned parties and interested individuals to contribute to the improvement of the current document;
- b) the possibility to register, which gives the right to sign the final document before it becomes a fundamental prescriptive tool for service providers.

## **What is the Mediation Grammar?**

A collection of minimum requirements to enforce the informational rights of non-EU immigrants, asylum seekers, and refugees legally entitled to stay in the European Union, developed in the framework of the [innovation project easyRights](#).

## **How can you contribute?**

### **● If you already registered as participant**

Your invaluable contribution has played a significant role in the ongoing efforts to transform Mediation Grammar into a tool for inclusion and to enhance the ability of immigrants to exercise their rights. In light of this, we cordially invite you to **give a final review to the document**. To do so, please

- 1) read the [draft of the CEN Workshop Agreement \(CWA\)](#)
- 2) use the [commenting form](#) downloadable directly from the [CEN website](#) to express your thoughts, comments and insights on the draft CWA
- 3) submit the form by emailing it to the workshop secretary Mario Gallo ([mario.gallo@uni.com](mailto:mario.gallo@uni.com)) by **14 April 2023**

### **○ If you are not registered as participant**

To officially participate in this effort to provide a standard to enable migrants integration, you must register on your organization's behalf or as an individual. In this way, you will be **enabled to send your own comments and gain the right to sign the final document as a proponent of its adoption**. This will also help you receive further communication and relevant documents. To do so, please

- 1) fill out the registration form downloadable on [this link](#)
- 2) send the completed registration form to the workshop secretary Mario Gallo by **14 April 2023** ([mario.gallo@uni.com](mailto:mario.gallo@uni.com))

Kind regards,

**The Mediation Grammar team**

