



What is mediation?

Mediation is a way of resolving disputes between neighbours.

It can be used in a range of situations and involves an impartial mediator who helps everyone come to a mutual agreement.



Why mediation?

Mediation is voluntary and offers you the opportunity to discuss matters in a relaxed, confidential setting.

be confident

Our aim is to help everyone reach a win/win agreement.

Mediation

Listen | Speak | Resolve



How does it work?

Your mediator first speaks with everyone separately, listening to their view on the situation.

Everyone will then have the opportunity to come together with the mediator in a safe, impartial environment.



What is mediation?

Your mediator will not take sides in the dispute. They are there to make sure your voice is heard.

be safe

Trust your mediator will remain impartial and not judge anyone.



Why does it work?

Mediation helps everyone find the best way forward. It is a quick way to resolve issues and focuses on the future.

Your mediator helps everyone focus on solutions rather than the problem.



What do we do?

Your mediator is there to make sure everyone feels comfortable and confident about what is happening.

be positive

By working together every issue has a solution.

Mediation

Listen | Speak | Resolve



What next?

The first step in mediation is for your mediator to contact everyone individually to arrange an initial appointment.

Your mediator will then arrange for a meeting which everyone is comfortable with to help facilitate an agreement.



Where next?

Your mediator will be available to answer any questions you may have.

be assured

Everyone will be treated with respect and dignity and made to feel as comfortable as possible during meetings.