



WHAT IS MEDIATION?

Mediation is a flexible process that can be used to settle disputes in a whole range of situations. Mediation involves an independent third party, the mediator, who helps people to agree a solution when there is a disagreement. The mediator helps parties work out what their issues and options are, then use those options to work out an agreement.

With the help of the mediator, the parties with the dispute decide whether they can resolve things and what the solution should be. The mediator does not take sides or make judgements. The mediator will ensure that both parties get a chance to state their case, hear the other side, work through the issues that are important to them and make an agreement. Parties in mediation are in control of the solution.

THE MEDIATION PROCESS:

- Step 1** Sometimes your landlord will refer you to us if the dispute comes to their attention. Otherwise, you can contact us on **01633 858441**.
- Step 2** One of the two mediators assigned to your case will contact you to arrange to meet you at your home or at another location agreeable to you. If possible, we will also meet with the other people involved in the dispute.
- Step 3** If everyone agrees, we will arrange a safe, neutral place for as all to meet at a time convenient to all.
- Step 4** At the mediation session, both parties will have the chance to speak without interruption. The mediators make sure that anger is safely contained and will help find a solution that everyone can accept. The agreement you make is yours; we just help you to reach it. The agreement is signed by all those present (although it is not legally binding). In rare cases where a mediation session is not an option it may be possible to use 'shuttle mediation'. That is where each party is physically separate and the mediators "shuttles" back and forth between them to discuss the issues at hand.

OUR PROMISE TO YOU:

- We will listen to you and always respect your point of view.
- We will work with you to resolve your problems.
- We will keep everything you say to us completely confidential.