

Why mediation?

It can be very easy to get into a dispute. Disputes often escalate and get a lot worse. In short ...they can be hell!

Going to the police or the law courts is often not the best solution – the law might not even cover your situation. Even if it does it could make things worse and involve you in lots of expense. It will be slow and stressful.

It will often be best if you can sort things out and resolve the conflict yourself.

This is when mediation can be useful.

What is mediation?

- It is confidential and voluntary
- It offers the possibility of a quick and effective solution
- The mediation is carried out by specially trained, volunteer mediators
- The mediators are neutral and impartial
- Mediators don't find fault or blame people
- Mediation helps people reach an agreement that is satisfactory for them

How does it work?

1. Contact us and, providing that we can get the agreement of everyone to take part, we will send two mediators to visit you.

2. The mediators will visit you in your home and listen to what you have to say. They will explain how mediation works, help you look at options and work out what happens next.

3. If everyone agrees the mediators will organise and run a meeting with those involved. This will be at a neutral venue. Alternatively the mediators may be able to work with each party separately.

4. The mediators will try to help you come to an agreement that you can all live with. It will be your agreement. They will never impose anything on you.

5. It's normally worth trying mediation first. However, if it doesn't work, it does not stop you from seeking alternative solutions.

6. We will keep in touch with you to make sure that any agreement is holding. Following mediation you can contact us at any time if you think we can help further.

What are the benefits of mediation?

- Mediation is straightforward and quick.
- It allows a fair and acceptable solution to be reached.
- You remain in control – you can stop at any time.
- It resolves conflict without offending the other people involved.
- It is an effective way of resolving disputes.
- Mediated agreements have an excellent success rate.

It's worth a try! If you would like to know more please ring us on: **01823 352210**

Mediation Somerset is an independent and totally confidential service – it is **not** part of the council, police or any other authority. It has no legal powers.

Mediation Somerset is a registered charity.



resolving conflict