

So you're thinking about using mediation to resolve your dispute with your neighbour...

What is mediation?

Mediation means a trained and experienced mediator helping people sort out problems together.

Mediation is particularly good at helping people sort out problems like noise, people's behaviour, parking, pets and clashes of lifestyle.

But almost anything can be resolved through mediation if people want to make it work. The mediator will help you decide where mediation can help.

Mediation is voluntary. It is your choice whether you want to use mediation.

What actually happens?

1. To start with, mediation just means talking with a mediator. Everything you say to the mediator is confidential, within the law. A mediator can visit you at home or meet you somewhere suitable. This lasts about one hour.
2. The mediator will also meet your neighbour to hear how they see things. Your neighbour might not know about mediation but the mediator can still get in touch.

The mediator is impartial and doesn't take sides.

3. If both neighbours agree, a mediation meeting can be arranged. This is called a "joint mediation session" or "face-to-face". You and your neighbour decide what to discuss and how to resolve things. The success rate is 95%.

Or, if you don't want to meet each other, the mediator can visit you separately. This is called "shuttle mediation". The success rate is 75%.

Overall, mediation is 85% successful where both parties want to mediate.

Our mediation is provided by an experienced mediator. Our lead mediator, Graham Rutson, has mediated in 700 disputes over the last 20 years.

What do you need to do?

Just keep an open mind, a desire to make things better and some time to make it work.

Mediation is free to you. If you have any questions, or want to talk about mediation, please get in touch.