

So you're thinking about using mediation...

What is mediation?

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

Mediation is particularly good at helping people resolve problems with neighbours, colleagues and family.

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.

Mediation only happens if people want it to.

What actually happens?

1. At first, mediation just means talking privately with a mediator. Everything you say to the mediator is confidential, within the law. A mediator can visit you at home, at work or meet you somewhere suitable. This lasts about one hour.

2. The mediator will also meet the other people involved, the other "parties", to hear how they see things. They might not know about mediation but the mediator can still get in touch.

The mediator is impartial and doesn't take sides.

3. If all parties agree, a mediation meeting can be arranged - a "joint mediation session" or "face-to-face". You and the other parties 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 experienced mediators. Our lead mediator, Graham Rutson, has mediated in 700 disputes over the last 20 years.

What can you do to help?

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