

How to contact the service

Dudley **mediation service**

a time to talk

01384 812112 or 812422

mediation.dachs@dudley.gov.uk

www.dudley.gov.uk/mediation

To receive this information in an alternative format or language please call 01384 813400 or email: L2L@dudley.gov.uk

Dudley **mediation service**

a time to talk

Building bridges with neighbours



Dudley
Metropolitan Borough Council

If you are having problems getting on with neighbours or other people in your community then the mediation service may be able to help.

Mediation is a process of negotiation to help you reach an agreement together and in a way that everyone will feel is fair. It's about listening to both sides of a dispute and trying to come up with a solution which is acceptable to all.

Mediation aims to reduce tension, anger and misunderstandings and aims to come to an arrangement that you can live with.

Mediation can help to improve relationships with your neighbour and in your community.

Mediation is always voluntary - and nobody should feel threatened or pressured by anybody else.

A time to talk

If you are experiencing difficulty in your community it is usually best to begin discussing your issues as soon as you can. However, for mediation to work, everyone involved in the dispute needs to take part. It is also important that you are prepared to share information about your situation with each other.

Mediation uses trained, professional mediators who will listen to what you have to say in an impartial and confidential setting.

We believe that any dispute can be resolved no matter how long it's been going on. The majority of people who try mediation experience some improvement and for many it resolves their dispute completely.

At the end of mediation you should not feel that there has been a 'winner' or a 'loser' – you should feel that you have come to an arrangement that you all can live with.

A mediated agreement signals a fresh start.

Who can use the service?

Anyone who lives in the Dudley borough can use the Mediation Service regardless of who owns the property they live in.

The Mediation Service is provided free of charge.