

How to contact the service

## Dudley **mediation service**

a time to talk

01384 812112 or 812422

[mediation.dachs@dudley.gov.uk](mailto:mediation.dachs@dudley.gov.uk)

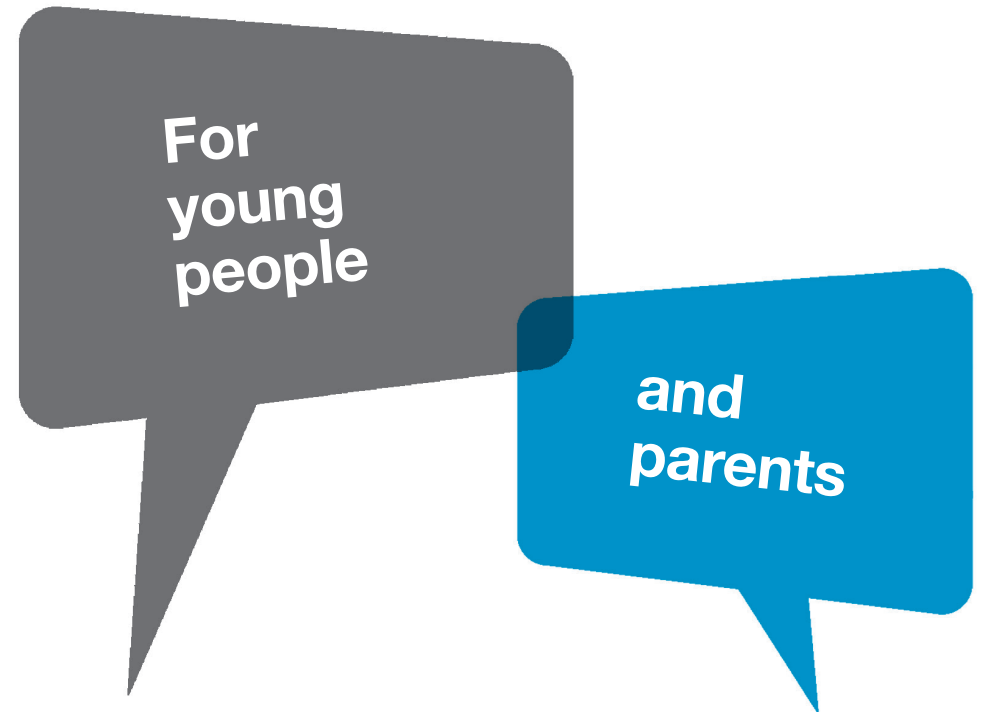
[www.dudley.gov.uk/mediation](http://www.dudley.gov.uk/mediation)

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

## Dudley **mediation service**

a time to talk

For young people and parents



**Dudley**  
Metropolitan Borough Council

If you are a young person having problems getting on with your parents, or a parent finding it difficult to get on with your teenager, 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 at home to prevent instances of homelessness. It can also be used to help family members decide together whether someone will remain in the family home or move to alternative accommodation.

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 family 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.

Family 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 family 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.