

## Whatever the issue: noise, parking, boundaries, antisocial behaviour, harassment...

We understand that it can sometimes be difficult to talk to your neighbour about an issue that is bothering you. Perhaps you think you won't be listened to. Maybe you are worried that things may be said that make matters worse.



### MESH Community Cohesion Services:

- Provides professional conflict resolution services.
- Is an independent organisation with no legal powers. It is not part of the City Council, Police or any other statutory organisation.
- Offers a confidential service. Any discussions will be conducted in private.

MESH mediators are impartial. They don't take sides or decide who's right or who's wrong. They won't make judgements or give advice.

## Mediation - Step by Step

1. You can phone us and talk to us in confidence. You may have contacted us yourself or been referred to us by a housing officer.
2. A community mediator will listen and explain how mediation works. Your situation will then be assessed and it will be decided whether mediation is appropriate for you.
3. Once your case has been accepted two mediators will support you through the mediation process. They will help you and your neighbour reach an outcome that suits both of you.
4. Once a better understanding has been reached, the outcome will be summarised, and where appropriate, passed back to the referring officer.
5. Approximately eight weeks after the completion of mediation you will be contacted again to see how things are working out.

### Talking can lead to a solution

Mediation can be a challenging process but can ultimately lead to a brighter future.

*Please note - we do not expect neighbours to meet together (with mediators present) unless all parties think it would be a positive thing to do.*

## Your questions answered

### Q. What is mediation?

It is a way of sorting out problems using talking, listening and co-operation with the help of people who are neutral.

### Q. Can I talk to someone before deciding if I want to try mediation?

**Yes.** Mediation is voluntary and it is up to you to decide whether to go forward with the mediation process.

### Q. What experience and training do mediators have?

All our mediators follow a thorough training programme, accredited to a nationally recognised standard.

### Q. Will mediators tell us how to sort things out?

No. Mediators will help facilitate communication between you and your neighbour, and you will both work towards finding a solution.

*Neighbours decide what is the best thing to do, not the mediators.*

