

## Mediation

**Inverclyde Council offers a community mediation service for anyone residing in the Inverclyde area.**

### What is it and who is it for?

Mediation is a positive way for people in conflict to find practical solutions to their difficulties. We work with neighbours, landlords etc where there is a dispute or disagreement whether it is seen as a very long issue or a very short one and can include issues such as noise, boundaries, repairs and life style clashes - sometimes all at once! Unfortunately mediation is not suitable to resolve points of law or when an enforcement outcome is required by a party.

### How does it work?

Mediation offers support to those individuals who find themselves in a situation of dispute. The mediator is a neutral third party who works with everyone involved to find ways to communicate about their situation. The mediator will not judge or tell you what to do - our role is to help people work together to make things better for everyone.

### How does it help?

Do you feel that you do not have the opportunity to speak and be listened to? Mediation allows everyone the opportunity to talk, listen and be heard.

**Mediation helps everyone involved to focus on realistic, positive changes for the future.**



## The Process

Mediation is an entirely voluntary, confidential process at all times.

### Referral

You have probably been given this leaflet because a service believes that mediation may be of help to you - you don't have to say 'yes' to mediation immediately, but if you want to discuss your issues please contact us. Alternatively your details may be passed to us by a third party e.g. Inverclyde Council, Police Scotland, Landlord etc.

#### Stage 1

We will contact you either by telephone or letter to ask if you are interested in finding out more about mediation, with a view to making an appointment with a mediator.

#### Stage 2

The mediator will meet with you to hear about your situation from your point of view, explain mediation and consider how the situation might move forward.

#### Stage 3

Every situation is unique; once our mediators have had an opportunity to meet with everyone, we will discuss with you about how best to progress to the next stage.





Community  
Mediation  
Service

Inverclyde  
council