

## Mediation Services

Disputes are often made worse because the parties involved do not talk to each other. Mediation can make the communication process easier for you and is suitable for anyone who has the desire to resolve a dispute.

HM Court Service now encourage Mediation as an alternative to Court action. In the Lancashire area the Court Service reports a 76% success rate for cases referred to Mediation.

### Mediation is suitable for:

- Disputes with neighbours relating to noise, nuisance, pets, parking etc.
- Contract disputes between businesses or business/consumer
- Conflicts within not-for-profit groups or committees
- Workplace disputes between employer/employee or between employees
- Landlord and Tenant disputes (including disputes between tenants)
- Family conflicts (we are able to Mediate with children from age 8 years)

### Things you should know

- Mediation is the process of disputing parties coming together with a neutral third party (the Mediator) who will encourage and support communication between the parties involved with a view to them finding a mutually acceptable resolution to their dispute.
- Mediators do not take sides, they do not work for either party. They are 100% impartial and are not there to give legal advice.
- Personal and/or professional relationships are much less likely to be damaged if Mediation is used for dispute resolution.
- Mediation is less stressful than legal proceedings. It is possible to resolve a dispute within just a couple of hours through Mediation.
- The process of Mediation is less expensive than conventional Court action.
- When you have reached a mutually agreeable resolution, a formal document can be prepared to reflect the terms agreed. Whilst this is not legally binding it is unusual for a party to default.

### What can we do to help?

We can offer a neutral venue for conducting Round-table Mediation (when all parties are present at the same time) or we can visit the parties at home for Shuttle Mediation (where the Mediator takes messages between the parties).

The costs of mediation are usually shared equally between the parties and as each Mediation is unique we would calculate the costs on an individual basis.