



Helping People Resolve Their Disputes

Neighbour Dispute Resolution (N.D.R.)

What type of neighbour dispute do we deal with?

We deal with common issues that can crop up between neighbours, such as:

- Noise
- Parking
- Animals
- Unfair complaints
- Anti social behaviour & harassment
- Children & young people's behaviour
- Access and boundary issues
- Clash of culture or lifestyle



Why should you try mediation?

Mediation resolves the tension and resentment that can build up over unresolved issues, reducing or removing emotional conflict in people's lives.

Mediation enables you to decide on the solutions which are right for you, without anybody else telling you what you should and shouldn't do. It doesn't need to involve the police, legal advisers, housing departments, housing association or the local authority.

Mediation is less stressful, cheaper and quicker than other processes.

Telephone: 01782 360028
www.staffordshiremediation.co.uk

How does mediation work?

From an initial individual meeting, which is usually held by telephone the Mediator will establish the issues that need to be addressed. Then each Party will be invited to have their say to outline their point of view and the impact the dispute is having upon them.

Following this meeting, if all Parties agree to it, the Mediator will set up and arrange a joint meeting, usually, by shuttle, whereby the Mediator will move from room to room speaking to each Party in turn.

The Mediator runs the meeting, remaining impartial to make sure that all Parties are able to contribute fairly and safely throughout the process.

They help parties to hear each other's point of view in a positive and constructive manner, and using options put forward by the Mediator this can then lead to an Agreement. This Agreement will be signed by all Parties as a Notice of Intention which will govern future behaviour.

Who can use our service?

Anyone with a problem who hasn't been able to sort it out directly with a neighbour can use our service. A referral may be made by your landlord, Council or Housing Association.

Mediation is a voluntary process, which should be entered into willingly. So mediation is not appropriate where any Party is unwilling to co-operate.

Staffordshire Mediation is committed to treating all clients with full respect, fairness and non-discrimination for all that use our services.

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