

<b>&gt; Aberdeen &amp; Aberdeenshire Community Mediation</b>		
110 Crown Street, Aberdeen AB11 6HJ		
T 01224 560570	F 01224 560551	E info@aberdeen.sacro.org.uk
<b>&gt; Angus Community Mediation</b>		
81 High Street, Monifieth, Angus DD5 4AA		
T 01382 537007/6	F 01382 537019	E hou_mediation1@angus.sol.co.uk
<b>&gt; Ayrshire Community Mediation</b>		
146 High Street, Irvine KA12 8AH		
T 01294 314020	F 01294 314021	E info@irvine.sacro.org.uk
<b>&gt; Dumfries &amp; Galloway Community Mediation</b>		
75 Buccleuch Street, Dumfries DG1 2AB		
T 01387 731270	F 01387 731271	E info@dumfries.sacro.org.uk
<b>&gt; Dumfries &amp; Galloway Community Mediation</b>		
Unit 4, Castle Court, 8 Castle Street, Stranraer DG9 7RT		
T 01776 706683	F 01776 706287	E info@stranraer.sacro.org.uk
<b>&gt; Dundee Community Mediation</b>		
Unit E, Market Mews, Market Street, Dundee DD1 3LA		
T 01382 459252	F 01382 459318	E info@dundee.sacro.org.uk
<b>&gt; East Dunbartonshire Community Mediation</b>		
East Dunbartonshire Council, Broomhill Industrial Estate Kilsyth Road, Kirkintilloch G66 1TF		
T 0141 574 5771	F 0141 574 5742	E annabelle.mackie@eastdunbarton.gov.uk
<b>&gt; East Lothian Community Mediation</b>		
18 Bridge Street, Musselburgh, East Lothian EH21 6AG		
T 0131 653 3421	F 0131 653 3071	E info@eastlothian.sacro.org.uk
<b>&gt; East Renfrewshire Community Mediation</b>		
c/o Thornliebank Depot CR, 190 Carnwadric Road, Thornliebank G46 8HR		
T 0141 577 3202	F 0141 577 8349	E angela.feherty@eastrenfrewshire.gov.uk
<b>&gt; Edinburgh Community Mediation</b>		
21 Abercromby Place, Edinburgh EH3 6QE		
T 0131 557 2101	F 0131 557 2102	E info@edincm.sacro.org.uk
<b>&gt; Edinburgh (Pilton) Community Mediation</b>		
73 Boswall Parkway, Edinburgh EH5 2PW		
T 0131 551 1753	F 0131 551 1677	E info@pilton.sacro.org.uk
<b>&gt; Fife Community Mediation</b>		
24 Hill Street, Kirkcaldy, Fife KY1 1HX		
T 01592 597063	F 01592 593133	E info@fife.sacro.org.uk
<b>&gt; Highland Community Mediation</b>		
2nd Floor, Ballantyne House, 84 Academy Street, Inverness IV1 1LU		
T 01463 716325	F 01463 716326	E info@highland.sacro.org.uk
<b>&gt; Moray Community Mediation</b>		
2/2, Ballantyne House, 84 Academy Street, Inverness IV1 1LU		
T 01463 716325	F 01463 716326	E info@highland.sacro.org.uk
<b>&gt; Orkney Community Mediation</b>		
4b Laing Street, Kirkwall, Orkney KW15 1NW		
T 01856 875815	F 01856 875815	E info@orkney.sacro.org.uk
<b>&gt; Perth &amp; Kinross Community Mediation</b>		
Suite D, Moncrieffe Business Centre, Friarton Road, Perth PH2 8DG		
T 01738 445753	F 01738 627563	E info@perthcm.sacro.org.uk

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) quoting reference NAT/211.

This leaflet is also available in large print or Braille.

In order to make Sacro's services as widely available as possible, we have made every reasonable effort to facilitate easy access to all of our premises for disabled service users. Where this is not possible, we will arrange a suitable, alternative venue.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'i telefonla arayın veya eposta gönderip NAT/211 dosya numarasını söyleyin.

اگر آپ کو اس کتابچے کا ترجمہ درکار ہے تو براہ کرم 0131 624 7270 پر ٹیلیفون کریں یا [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) پر ای میل بھیجیں اور ریفرنس نمبر NAT/211 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk)，並說明檔案編號 NAT/211。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريدا إلكترونيا إلى العنوان [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) والذكر الإشارة رقم NAT/211

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর NAT/211 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) podając numer referencyjny NAT/211.

If you are uncertain about anything you have read in this leaflet or require further information, please contact your local service or:

#### Sacro National Office

1 Broughton Market, Edinburgh EH3 6NU

Tel: 0131 624 7270

Fax: 0131 624 7269

Email: [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk)

Web: [www.sacro.org.uk](http://www.sacro.org.uk)

Leaflet NAT/211



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# Problems next door? ... there is a solution



## Community Mediation Services

## > What is Community Mediation?

Community Mediation services seek to reduce neighbourhood disputes by assisting parties involved in conflict to identify suitable solutions until they can reach a settlement.

In a number of locations, these services have been developed to include **Street Mediation** as a means of reducing anti-social behaviour and inter-generational conflict, and **Homelessness Mediation** to help reduce homelessness amongst young people.

## > Why do we need it?

We all want to be able to enjoy our own home, though sometimes, it's not easy. There are so many things these days that can cause problems between neighbours – noise, pets, children, parking, fences – it's no wonder sometimes things just get out of hand. Every so often, what starts off as a minor disagreement ends up as a full-blown dispute, causing everyone stress and worry.

## > That's where we come in

Our mediators are trained and experienced professionals who are able to help people find a way forward that everyone can live with. Thousands of people from all over Scotland have found practical and peaceful solutions to problems with their neighbours through using our service.

## > And what's more, it's free!

To find out more about this valuable service, please contact your local Community Mediation service or visit [www.sacro.org.uk](http://www.sacro.org.uk)

# How does mediation work?

# 1

When someone gets in touch with one of our Community Mediation Services, we'll talk things over with them, and if we can help, we will arrange to visit both parties separately in their own homes. Often, people are unsure if the other party will want to see us but they almost always do.

This is because just about everyone involved in a dispute wants it to stop, even though it may not feel like it at the moment.

## > Mediators don't take sides.

Our job is to help people with a dispute find a way to resolve even the most difficult problems in a way that will suit everyone involved.

# 2

If everyone is willing, we will arrange a meeting to work out a way forward. Mediation meetings are organised so that everyone has a chance to speak and to be listened to, and it is the job of the mediators to ensure everything goes smoothly.

## > Nine out of ten meetings end in an agreement

If there are special reasons why people can't meet in person, we can sometimes arrange to help resolve the dispute without a meeting.



## > Our Guarantee

Of course we can't guarantee that every problem will be sorted out, but most of the neighbour problems we help with will be resolved. That's why the police, housing departments, advice agencies and solicitors all recommend us to people. To make sure our clients are in safe hands, here's what we can guarantee:

- Our staff will be polite and efficient
- All our mediators are highly trained
- We work according to strict rules of confidentiality
- Our services are either accredited members of Mediation UK or are working towards accreditation. All work to their standards
- We are independent and never take sides
- Clients can stop at any time if they are unhappy with the process and no one will force them to continue