



# Dumfries & Galloway Community Mediation Service

## > What is mediation?

Mediation is an alternative method of resolving disputes that help those involved reach an agreement which is acceptable to all parties. It is a voluntary process where all parties wish to see an improvement in the current situation.

- Mediators are independent and neutral people who will listen to both sides and help you find common ground
- Mediators will not take sides, express opinions or give advice
- Mediation is confidential
- Mediation is free
- Mediation focuses on the future and not what happened in the past
- Taking part in mediation does not prevent you from seeking advice from other agencies or pursuing the matter through the legal system.

## > Who is it for?

For all residents of Dumfries and Galloway region. Anyone can refer to the service. This can be done by telephone, fax, e-mail or by post.

## > What happens in mediation?

Two mediators will visit all parties separately, usually in their own homes. The mediators will listen to the problems and will explain how mediation may help.

If everyone is willing, the mediators will arrange a safe, neutral place for everyone to meet together.

At the meeting, the mediators will ensure that all parties will have the opportunity to explain what they see to be the problem, how it is affecting them and what they would like to see happen in the future. They will then help to work out an agreement that will improve things for everyone.

## > Why does it work?

It is an informal process which can lead to both parties reaching a confidential agreement in a relatively short space of time.

Mediation concentrates on practical solutions for the future, even if there is a history of disagreement. The agreement is reached by the people involved – the mediators just manage the process.

## > What cases are suitable for mediation?

- Individual neighbour disputes, which may involve noise, verbal abuse, rubbish, children's behaviour, pets and many other sources of disagreement
- Disputes involving property boundaries and the use of communal areas especially where the situation is not clear
- Disputes which may involve a number of households or parties within a community.

## > What cases are not suitable for mediation?

While we try to make this service as accessible to the public as possible, there are some circumstances which are considered not suitable for mediation. These are:

- where a dispute has moved to a state of violent conflict
- where one or more of the parties have a serious mental health or addiction problem
- where there is overt racism or discrimination
- where one or more of the parties wish to have a legally-binding and enforceable solution
- where there is a current legal action in relation to the parties involved in the dispute
- where there is a risk of violence or other circumstances which may put clients or Sacro staff at risk.



# Dumfries & Galloway Community Mediation Service



Dumfries & Galloway Community Mediation Service carefully monitors and evaluates the service that it provides. If you have any comments or suggestions, or if you wish to make a complaint, please let us know quickly so that we can take the appropriate steps to make sure our service meets your needs. A full copy of our complaints procedure is available on request.

Dumfries & Galloway Community Mediation Service is an independent service managed by Sacro in partnership with Dumfries & Galloway Council.

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 DUM/207.

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 [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) eposta gönderip DUM/207 dosya numarasını söyleyin.

اگر آپ کو اس کتابچہ کا ترجمہ درکار ہے تو براہ مہربانی 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 DUM/207 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 DUM/207。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريداً إلكترونياً إلى العنوان واذكر الإشارة رقم DUM/207

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর DUM/207 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 DUM/207.

For further information, please contact:

**Dumfries & Galloway Community Mediation Service**  
Unit 4, Castle Court, 8 Castle Street, Stranraer DG9 7RT

Tel: 01776 706683

Fax: 01776 706287

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

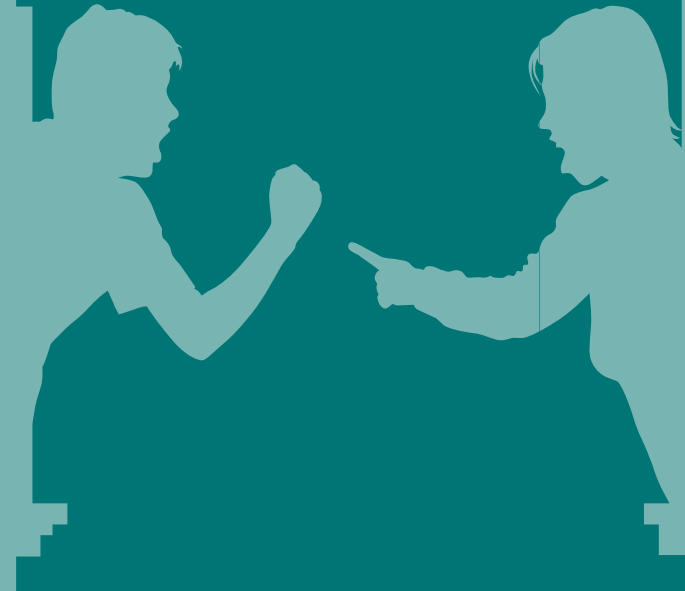
Web: [www.sacro.org.uk](http://www.sacro.org.uk)



Leaflet DUM/207

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# Problems with the neighbours?



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