



## Dundee Community Mediation Service



### > Our Aim

Dundee Community Mediation aims to provide a first class service but we are always looking for ways to improve. If you have any suggestions, or if you wish to make a complaint, please let us know 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.

Dundee Community Mediation is an independent service, managed by Sacro in partnership with Dundee City Council. The service is also supported by BNSF, Communities Scotland and local housing associations

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.

**Interpretation and translation can be arranged by Dundee Translation and Interpretation Service on 01382 431542.**

আপনার প্রতিবেশীদের সাথে কী আপনার কোন অসুবিধা আছে ?  
বিনামূল্যে এবং গোপনীয়তার সাথে পরামর্শের জন্য 01382 431542 অথবা  
01382 431563 নাম্বারে যোগাযোগ করুন।  
ইংরেজীতে কথা বলতে অসুবিধা হলে অনুবাদকের ব্যবস্থা করা যেতে পারে।

ਕੀ ਗੁਆਂਢੀਆਂ ਨਾਲ ਭੁਗਤੀਆਂ ਕੋਈ ਸਮੱਸਿਆਵਾਂ ਹਨ? ਮੁਢਲੇ, ਗੁਪਤ ਸਲਾਹ ਅਤੇ ਸਹਾਇਤਾ ਲਈ ਫ਼ੋਨ  
ਕਰੋ 01382 431542 ਨਾਂ 01382 431563 ਤੇ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਟੋਲਫ਼ੀਆਂ ਉਪਲਬਧ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

你在鄰裏間是否有麻煩? 需要免費、保密的建議和幫助, 請電 01382  
431542 或 01382 431563。我們可以為你提供傳譯員。

کیا آپ کو اپنے پڑوسیوں سے شکایت ہے؟

مفت مدد اور مشورے کیلئے براہ کرم فون نمبر 01382 431563 یا پھر 01382 431542 پر بات کریں۔

ترجمان (انٹریٹر) کی سہولت فراہم کی جاسکتی ہے۔

هل لديك مشاكل مع الجيران؟ من أجل مساعدة أو نصيحة متوقعة ومجانبة الرجاء  
الاتصال ب 01382 431563 أو ب 01382 431542 .  
بالامكان تأمين مترجم .

### **Dundee Community Mediation Service**

Unit E, Market Mews, Market Street, Dundee DD1 3LA

Tel: 01382 459252

Fax: 01382 459318

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

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

Leaflet DUN/209



SAFEGUARDING COMMUNITIES – REDUCING CONFLICT



INVESTOR IN PEOPLE



SOA Approved  
Centre

Sacro is a company limited by guarantee. Company registration No. SC86651. Registered charity No. SC016293

# Problems next door? ... let us help



## Dundee Community Mediation Service

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 a full-blown dispute, causing everyone stress and worry.



## > That's where we come in.

Our mediators are trained and experienced people who are able to help you 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 Dundee Community Mediation Service on:

**01382 459252**

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

# How does mediation work?

# 1

When you get in touch we'll talk things over with you and if we can help, we will arrange to visit both you and your neighbour separately in your own homes. you may not be sure that your neighbour will want to see us, but most of the time they 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 you find a way to resolve even the most difficult problems in a way that will suit everyone involved.

# 2

If both of you are 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. It is the job of the mediators to ensure everything goes smoothly.

## > Eight 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 neighbourhood problems we help with will be resolved. That's why the police, housing departments, advice agencies and community workers all recommend us to people. To make sure you 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
- We are accredited members of Mediation UK and work within their standards
- We are independent and never take sides
- You can stop at any time if you are unhappy with the process and no one will force you to continue.