



Our Aim

We aim to provide a first class service and are always looking for ways to improve. If you have any 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.

East Dunbartonshire
Community Mediation
Service is an independent
service managed by
Sacros and funded by East
Dunbartonshire Council.



If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail info@national.sacro.org.uk quoting reference EAS/216.

This leaflet is also available in large print or Braille.

In order to make Sacros'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 eposta gönderip EAS/216 dosya numarasını söyleyin.

اگر آپ کو اس کتابچہ کا ترجمہ درکار ہے تو براہ کرم 0131 624 7270 پر ٹیلیفون کریں یا info@national.sacro.org.uk پر ای میل بھیجیں اور ریفرنس نمبر EAS/216 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，並說明檔案編號 EAS/216。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريداً إلكترونياً إلى العنوان info@national.sacro.org.uk واذكر الإشارة رقم EAS/216

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর EAS/216 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 podając numer referencyjny EAS/216.

If you are uncertain about anything you have read in this leaflet or require further information, please do not hesitate to get in touch with the Service at:

East Dunbartonshire Community Mediation Service
c/o East Dunbartonshire Council
Broomhill Industrial Estate
Kilsyth Road, Kirkintilloch G66 1TF
Tel: 0141 574 5771
Fax: 0141 574 5742
Email: community.mediation@eastdunbarton.gov.uk
Web: www.sacro.org.uk

Leaflet EAS/216



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Let Mediation Help to Build a Bridge



East Dunbartonshire
Community
Mediation
Service

How does mediation work?

1

When you get in touch we will arrange to speak confidentially with the various people involved so that we can hear everyone's point of view. We cannot guarantee people will want to see us but they usually 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.

2

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

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

Every year in Scotland there are thousands of problems between neighbours. Often, differences are settled quickly and in a friendly way but sometimes it's not so easy. Modern life is stressful, soundproofing can be poor, parking is difficult, our children lack safe places to play and often we don't know who our neighbours are.

It's no surprise that sometimes we need help sorting things out.



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, free and confidential service, please contact East Dunbartonshire Community Mediation Service on:

0141 574 5771

or visit www.sacro.org.uk