



## East Lothian Community Mediation



### 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 Lothian Community Mediation Service is an independent service managed by Sacro and funded by East Lothian Council.

Working in Partnership  
with East Lothian 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 MUS/202.

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 MUS/202 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 MUS/202 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 MUS/202。

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) وانكر الإشارة رقم MUS/202

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর MUS/202 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 MUS/202.

### East Lothian Community Mediation

18 Bridge Street, Musselburgh EH21 6AG

Tel: 0131 653 3421

Fax: 0131 653 3071

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

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



SAFEGUARDING COMMUNITIES – REDUCING CONFLICT

Leaflet MUS/202



SOA Approved  
Centre

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## Let Mediation Help to Build a Bridge



## East Lothian Community Mediation

## Mediation explained

- Mediation is a positive way for people in conflict to find practical solutions to their difficulties
- Mediation is a voluntary process. If people want to resolve their differences, our trained mediators meet everyone involved separately
- We listen to what people say about their situation, help people decide what they'd like to see happen in the future and, by bringing people together, find a solution everyone can live with
- Everyone puts forward their views. Our job is to make sure everything goes smoothly.

## We will

- Meet with you, listen to your views, feelings, concerns and suggestions
- Help you find common ground and consider suitable solutions
- Allow you to withdraw at any stage if you are not able to continue
- Help you work out a practical agreement that everyone is happy with

## We won't

- Take sides, decide who is to blame or judge you in any way
- Come up with solutions or tell you what to do
- Insist that you meet with those involved, if you feel that you can't
- Put anyone in a situation where they may be at risk

## 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 many 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:

- All staff and volunteer mediators will be polite and efficient
- All our mediators are highly trained
- We work according to strict rules of confidentiality
- We have been operational since 1999
- 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 Lothian Community Mediation on:

**0131 653 3421**

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

Mediation will often work where all other approaches have failed