

## **MEDIATION**

Disputes between neighbours can sometimes get out of hand.

Mediation is a way of sorting out differences without involving council officials, the police, solicitors or the courts.

The process uses specially trained, independent, non-legal volunteers who listen to both sides of the dispute and help people involved to reach agreements between themselves.

Mediators are good listeners who won't take sides or tell people what to do. They will help you to explore ideas and look at how you want things to be in the future, rather than dwelling on the past.

- It's fair to both sides
- No one has to admit fault. Agreements reached offer benefits to both sides
- Agreements may be written down and form practical and workable plans for the future
- It is confidential
- It is quick and effective and costs nothing
- It is voluntary. You can withdraw at any time
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### **What sort of problems can mediation help with?**

- Noise nuisance of every kind
- Anti-social behaviour
- Children's and teenagers' behaviour
- Verbal abuse, intimidation and harassment
- Nuisance caused by pets
- Parking and car repairs
- Boundary disputes

For a free mediation service contact:

Face to Face, St Antonys House, Brook Street, York, tel. 01904 553838

**TO PREVENT CRIME IS EVERYONE'S RESPONSIBILITY**