

Our service

Free

Our service is free to anybody who lives in West Sussex.

Confidential

The service adheres to strict rules of confidentiality.

Independent

Run by local people - not the council, police or housing.

Staff

Our mediators all live in the area and have been trained and accredited in conflict resolution.

Referrals

Referrals may be made to the Mediation Service by individuals or by organisations such as the Local Authority, Police, Solicitors, Doctors, Social Services, and Housing Associations.

To find out more about the service or to speak to someone about your situation, or to make a donation, contact us:

Telephone: 0300 200 0025

By email:
info@wsms.org.uk
 or via the
 contact form
 on our website:

www.wsms.org.uk

Registered Charity No. 1084592
 West Sussex Mediation Service



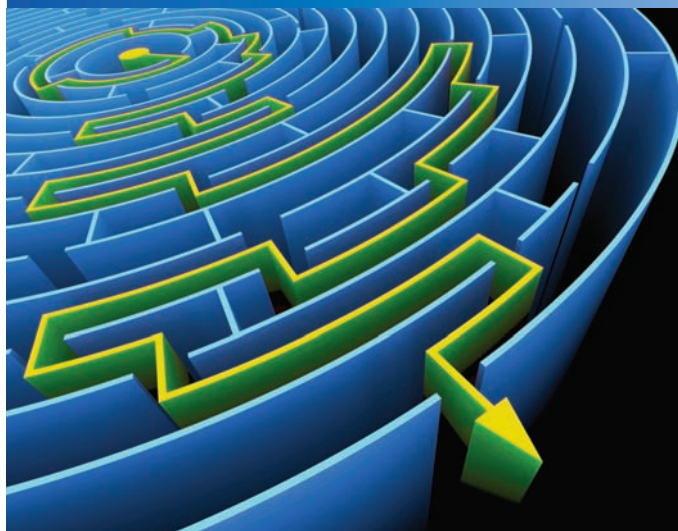
**The Queen's Award
 for Voluntary Service**

mediation



working for agreement

**COMMUNITY
 MEDIATION**



*Finding solutions to everyday problems
 in the community*

Alternative

Dispute

Resolution

Noise,
 abuse,
 antisocial
 behaviour,
 parking, pets,
 hedges, etc.

Why mediation?

When disputes arise within the community they can have a dramatic effect on people's lives. This often leads to distress and anger which can in turn make it difficult to resolve the issue.

At worst, disputes can escalate, leading to the involvement of the local council, police, solicitors, landlords and even the courts.



Mediation is a way of helping people to resolve their disagreements with the assistance of an independent third party - the mediator.

Who are the mediators?

Our mediators are volunteers who have no legal powers, are independent and abide by strict rules of confidentiality.

Our mediators always work in pairs and visit parties in their homes or, if preferred, on neutral ground.

Our mediators are local people from all walks of life who have had special training in conflict resolution.

Mediators do not judge or take sides.

How does it work?

Trained staff who take the referral will listen to the problem and decide if they think mediation may help.

In a typical mediation, arrangements will be made for two trained mediators to visit all the parties involved in the conflict in their own homes, separately.

During these visits the mediators will explain mediation fully and listen carefully and sensitively to all of the concerns. They will not judge or give advice but will help the parties pinpoint the important problems and encourage them to think about ways in which they can be resolved.

We are here to help

It may be that further visits are required. If all parties are willing, a joint meeting at a neutral venue will follow. At that joint mediation meeting, the mediators will encourage parties to find common ground and aim to progress to some form of agreement that suits everyone.

