
 Our neighbourhood Mediation Service is available to everyone living in West Dunbartonshire. This leaflet explains the service, what it can do for you, and how to contact us.

## WHO ARE THE MEDIATORS AND WHAT DO THEY DO?

Mediators are trained officers, who will listen to all sides involved in a dispute and remain neutral.

They are non-judgemental and do not suggest solutions or dispute the facts. Their aim is to help neighbours resolve their problems through the controlled process of mediation.

## WHAT ARE THE BENEFITS?

- The service is free and provided by trained mediators.
- It allows you to get a clearer idea of what the problem is.
- It is impartial – we do not take sides.
- Realistic and practical outcomes can be agreed.
- It offers the chance for neighbours to stay on good terms with one another.
- It avoids the stress and financial aspects of employing a solicitor and going to court.
- It is confidential.

## WHAT IS MEDIATION?

We help people who may be experiencing difficulties with a neighbour. This can be anything from noise, pets, children or boundaries.

Arguments can go on and on and never seem to end, but often can be avoided by simply talking with each other.

## HOW DOES IT WORK?

Mediation is a way of sorting out difficulties by talking about the issues with the help of mediators.

It is a confidential and impartial process that helps neighbours find a solution to their problem.

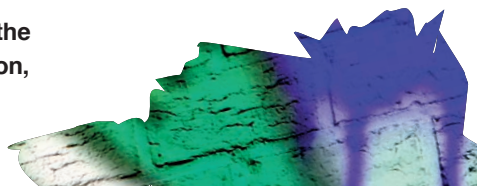
Two mediators are allocated to a case, and they will visit each party to discuss the issues.

They will describe the process of mediation,

including how the mediation session will be conducted.

If the parties agree to a mediation session, the mediators will arrange for a safe, neutral venue for the neighbours to meet and talk through the issues.

The mediators will listen to all sides and will help the neighbours in reaching an agreement.



## HOW DO I CONTACT THE SERVICE?

West Dunbartonshire Council tenants can be referred to the service by their local area housing office.

Housing Association tenants are referred by their landlord.

Owner occupiers and private sector tenants living in the West Dunbartonshire area can be referred by the council's ASIST team, or other agencies such as the Citizen's Advice Bureau, or can contact the service direct.

## PHONE US

01389 772 051

## WRITE TO US

Room 1.2

Levenvalley Enterprise Centre,  
Castlehill Road, Dumbarton, G82 5BN

## EMAIL US

mediation@west-dunbarton.gov.uk

## BRAILLE

We can provide this document in Braille, in large print, on tape or on computer disc.

We can also provide information in Polish, Chinese, Urdu, Punjabi and Hindi. Please phone strategy staff on 01389 772 048.

Możemy również informacji w języku polskim, chińskim, Urdu, Punjabi i Hindi. Proszę o telefon personal strategii 01389 772 048.

我們可以提供這文件的點字版、大字印刷、錄音帶及電腦磁碟，還有其他語文版本包括中文，烏都文，旁遮普及印地文。  
請致電 01389 772 048 聯絡策劃部 職員。

ہم یہ سروسز (Mediation) کے لیے اس سروس کے خلاف کے ممبروں اور دیگر علاقوں کے ممبروں کو اپنی مقامی کونسل کے ذریعے بھیج سکتے ہیں۔ اس سروس کے خلاف کے ممبروں کو اپنی مقامی کونسل کے ذریعے بھیج سکتے ہیں۔  
01389 772 048 پر ٹیلی فون سے رابطہ کریں۔

ਅਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼, ਬਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ, ਟੇਪ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਰਾਹੀਂ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼, ਚੀਨੀ, ਉਰਦੂ, ਅੰਗ੍ਰੇਜ਼ੀ ਅਤੇ ਹਿੰਦੀ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟ੍ਰੈਟੇਜੀ ਸਟਾਫ ਨੂੰ ਇਸ ਨੰਬਰ 01389 772 048 ਤੇ ਫੋਨ ਕਰੋ।

हम यह अमिलेख, ब्रेल, बड़े अक्षरों, टेप अथवा कंप्यूटर, डिस्क द्वारा उपलब्ध करा सकते हैं। हम यह अमिलेख, चीनी, उर्दू, पंजाबी और अंग्रेजी भाषाओं में भी उपलब्ध करा सकते हैं। कृपया स्ट्रैटजी स्टाफ को इस नंबर 01389 772 048 पर फोन करें।



In partnership with

