

**INDEPENDENT
MEDIATION
SERVICE**



WHAT IS MEDIATION?

South Liverpool Housing wants to resolve disputes at the earliest opportunity.

Mediation is a way of peacefully sorting out disputes with the help of an independent, fair person. It helps two parties reach a voluntary agreement together, in a non-blame environment.

Mediation helps to find a solution that is suitable for both parties without apportioning blame.

It is the two parties that find the solution, not the mediator.

A mediator's role is to assist the two parties in making an agreement as an impartial third party.

Four out of five mediation cases reach a successful outcome by encouraging, understanding and tolerance of different lifestyles.

Mediation is not legally binding (and does not form part of any on-going investigation or subsequent investigation).



TYPES OF MEDIATION

- Face to Face Mediation (or round the table)

This is the most common type of mediation. Both parties meet in a neutral venue usually around a table, with a mediator present.

- Shuttle Mediation

The mediator speaks separately with the two parties until a settlement is reached.

The mediator's role in both types is to encourage interaction between two parties and to assist them in making a final agreement.

There are a number of fully trained mediators that are independent from South Liverpool Housing. This is to ensure that each case is dealt with on an impartial basis.

Mediation is a FREE confidential service open to all South Liverpool Housing tenants.

THE NEXT STEP

If you think mediation can help to resolve your dispute ring SLH on 0151 285 5600 where a trained mediator will be assigned to your case. They will arrange a visit to your home or another suitable venue. More details will be explained to you during this phone call.

Trained mediators will be assigned to your case and will contact you to arrange a visit to your home or another suitable venue.

If you would like more information on this subject or have any comments you would like to make, please contact us.

If you want a translation please contact 0151 285 5600.

Nese e doni te perkthyer, lutemi kontaktoni 0151 285 5600.

إذا لديك الرغبة في الترجمة الرجاء الاتصال على الرقم 0151 285 5600

আপনি যদি এই চিঠির বাংলা অনুবাদ চান তাহলে অনুগ্রহ করে এই টেলিফোন 0151 285 5600 নম্বরে যোগাযোগ করুন।

若是你想索取一份中文譯本，請致電 0151 285 5600 查詢。

Si vous voulez une traduction, veuillez appeler le 0151 285 5600.

यदि आपको इसका हिन्दी में अनुवाद चाहिए तो कृपया इस नम्बर 0151 285 5600 पर संपर्क करें।

01512855600 نهگەر نهم کاغزهت به وهرگهزوی دهویت نهوا تکایه په میوهندی بکه به زماره تهله فوننی

Se necessitar de uma tradução é favor telefonar para o número 0151 285 5600.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਾ ਭਰਜਮਾ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 285 5600 ਤੇ ਸੰਪਰਕ ਕਰੋ

Si desea una traducción solicítela al 0151 285 5600.

اگر آپ کو اسکا ترجمہ درکار ہے تو فون نمبر 0151 285 5600 پر رابطہ قائم کریں۔



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