

Who are we?

We're local professionals trained in Family Group Conferencing and mediation.

We help local families to resolve disputes and work through their problems in a peaceful and reflective way.

We do this by bringing people together to discuss their issues and find common solutions.

All our Mediation Coordinators are independent and impartial. We provide Family Group Conferences and conflict resolution mediation for individuals within a family.

Please contact us if you would like an informal discussion about the services we offer.

Contact your Mediator

Name

Telephone number

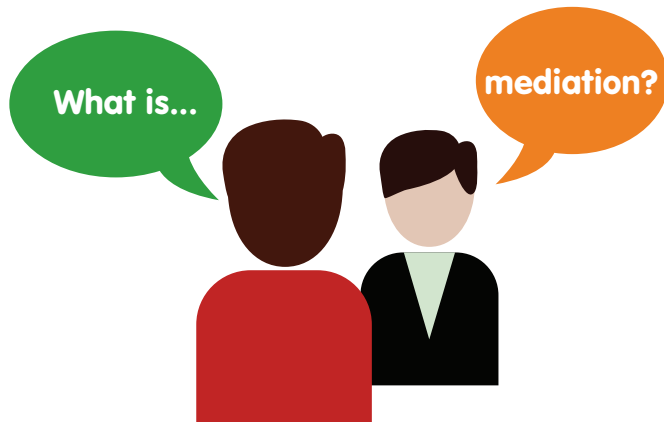
North East
Lincolnshire Council

Conflict Resolution Mediation Service

A guide for users



Conflict Resolution Mediation Service



Mediation is a process where an impartial third party - the Mediator - assists people to resolve disputes.

Mediation is a voluntary process and can help reduce hostility and allow parties to move forward positively.

Mediation is confidential and the only record of the meeting will be the written agreement that both parties create and sign at the end of the process.

Where do we meet?

The mediation takes place in a neutral venue and can include one or two mediators dependent on the need.

How long does it take?

The joint meeting may take up to two hours and a further joint meeting may be necessary.

The mediation process

There are two stages to the mediation process:

Stage 1

The initial assessment is meeting with each individual party. This allows each person to express their concerns and explore solutions.

Stage 2

All parties come together for a joint meeting to explain their concerns to each other

With the support of one of our Mediators, the families and individuals involved will explore options and try to come to an agreement on how best to move forward.

Confidentiality

The only time a mediator will break confidentiality is if information that is shared has to be disclosed by law. For example, issues relating to the safety of a child or young person or a vulnerable adult.

In this instance, we will only share the necessary amount of information with the relevant professionals.

Complaints

We want to provide a good quality mediation service for everyone, but sometimes we might not achieve the desired outcome.

If this happens, we need to know so we can try to put things right and learn from these experiences.

If you are unhappy with the service, you can contact the Family Group Conference Manager or complete the Council's complaints, compliments or suggestions form.

Go to www.nelincs.gov.uk/your-council/complaints-compliments-and-suggestions for more information or write to:

Complaints, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU

Alternatively, you can call:
01472 326298 (option 2)