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Catch22 Mediation Service

Catch22 Mediation Service is an independent, impartial and confidential service to help resolve local disputes

About

the mediation service

If you have a dispute with a neighbour which you are finding difficult to resolve, whether it is with your next door neighbour or with other neighbours in your street, the mediation service may be able to help.

We can help with problems surrounding anti-social behaviour, such as noise, children's behaviour or verbal abuse.

We also offer mediation for vulnerable families.

How can we help?

Independent mediators will visit you in your home at your convenience to discuss the mediation process and the problems you have been experiencing.

Q&A

Q. Do I have to meet my neighbour?

A. No, we can arrange shuttle mediation where the mediator ferries information to and fro until agreement is reached.

Q. Do I have to take part?

A. Mediation is voluntary and participants are free to withdraw at any time.

Q. Will I be blamed?

A. No – mediation is a ‘no blame’ process. The mediators are not there to judge who is right or wrong but to enable participants to put what has happened behind them and move forward in a positive way.

Q. Does it work?

A. Catch22 Mediation Service has evidence to show that mediation does work and sustainable solutions have improved future relationships.

Q. Where and when do meetings take place?

A. Meetings will take place at a venue and time that is mutually convenient and agreed by all.

Q. Is mediation confidential?

A. Yes. We will not share information without your permission. We will only use personal details for statistical purposes. However, the mediator would have to report any concerns raised about the safety of a child or vulnerable adult.

Agencies with an interest in the disagreement will be told what has been agreed but only if the participants give their consent.



About Catch22

A forward-looking social business, Catch22 has more than 200 years' experience of providing public services that help people turn their lives around.

How to contact Catch22 Mediation Service

For enquires regarding Catch22 Mediation Service or to discuss your training requirements, please contact Glen Winterbourne on 07764 810732 or email glen.winterbourne@catch-22.org.uk

www.catch-22.org.uk/programmes-services/mediation-service

Your mediator is: