



➤ Our Aim

Our aim is to provide a first class service and we are always looking for ways to improve. If you have any suggestions, or if you wish to make a complaint, please let us know quickly so that we can take the appropriate steps to make sure our service meets your needs. A full copy of our complaints procedure is available on request.

Aberdeen & Aberdeenshire Community Mediation Services are independent services, managed by Sacro and funded by Aberdeen and Aberdeenshire Councils and The Scottish Government.

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail info@sacro.org.uk quoting reference ABE/226.

This leaflet is also available in large print or Braille.

In order to make Sacro's services as widely available as possible, we have made every reasonable effort to facilitate easy access to all of our premises for disabled service users. Where this is not possible, we will arrange a suitable, alternative venue.

Ma tha sibh ag iarraidh leth-bhreac eadar-theangaichte den bhileag seo cuiribh fòn gu 0131 624 7270 no post-dealain gu info@sacro.org.uk a' cleachdadh ABE/226.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'i telefonla arayın veya info@sacro.org.uk eposta gönderip ABE/226 dosya numarasını söyleyin.

اگر آپ کو اس کتابچے کا ترجمہ درکار ہے تو براۓ مہربانی 0131 624 7270 پر ٹیلیفون کریں یا info@sacro.org.uk پر ای میل بھیجیں اور ریفرنس نمبر ABE/226 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 info@sacro.org.uk，並說明檔案編號 ABE/226。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريداً إلكترونياً إلى العنوان info@sacro.org.uk واذكر الإشارة رقم ABE/226

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর ABE/226 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową info@sacro.org.uk podając numer referencyjny ABE/226.

If you are uncertain about anything you have read in this leaflet or require further information, please do not hesitate to get in touch with the Service at:

Aberdeen & Aberdeenshire Community Mediation Services

110 Crown Street, Aberdeen AB11 6HJ

Tel: 01224 560570

Fax: 01224 560551

Email: infoaberdeen@sacro.org.uk

Web: www.sacro.org.uk



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Problems next door? Let us help



Aberdeen & Aberdeenshire Community Mediation



We all want to be able to enjoy our own home, though sometimes, it's not easy. There are so many things these days that can cause problems between neighbours – noise, pets, children, parking, fences – it's no wonder sometimes things just get out of hand. Every so often, what starts off as a minor disagreement ends up as a full-blown dispute, causing everyone stress and worry.



> That's where we come in.

Our mediators are trained and experienced people who are able to help you find a way forward that everyone can live with. Thousands of people from all over Scotland have found practical and peaceful solutions to problems with their neighbours through using our service.

> And what's more, it's free!

To find out more about this valuable service, please contact Aberdeen & Aberdeenshire Community Mediation Services on:

01224 560570

or visit www.sacro.org.uk

How does mediation work?

1

When you get in touch we will arrange to speak confidentially with the various people involved so that we can hear everyone's point of view. We cannot guarantee people will want to see us but they usually do.

This is because just about everyone involved in a dispute wants it to stop, even though it may not feel like it at the moment!

> Mediators don't take sides

2

Our job is to help you find a way to resolve even the most difficult problems in a way that will suit everyone involved.

We will arrange a meeting to work out a way forward.

Mediation meetings are organised so that everyone has a chance to speak and to be listened to. It is the job of the mediators to ensure everything goes smoothly.

> Nine out of ten meetings end in an agreement

If there are special reasons why people can't meet in person, we can sometimes arrange to help resolve the dispute without a meeting.



> Our Guarantee

Of course we can't guarantee that every problem will be sorted out, but most of the neighbourhood problems we help with will be resolved. That's why the police, housing departments, advice agencies, solicitors and community workers all recommend us to people. To make sure you are in safe hands, here's what we can guarantee:

- Our staff will be polite and efficient
- All our mediators are highly trained
- We work according to strict rules of confidentiality
- We are independent and never take sides
- You can stop at any time if you are unhappy with the process and no-one will force you to continue.

Aberdeen and Aberdeenshire Community Mediation Services are accredited by the Scottish Community Mediation Network and registered with the Scottish Mediation Network.