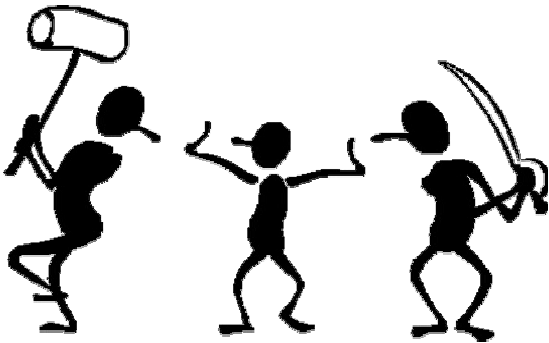


What Type of Referrals Will The Service Accept?

- Direct by complainants
- From Luton Borough Council
- Citizens Advice Bureau
- Police
- Housing Associations
- Environmental Health
- Solicitors
- And any other agencies.

The Management Committee resolve that the service will operate a comprehensive and practical equal opportunity policy in every aspect of its work.

It will be the parties' decision to try mediation even though they have been recommended through another party.



How can you get in touch with us?

You can contact us by telephone on the number below. If no one is in the office please leave your name and telephone number on our answer phone and will get back to you as soon as possible.

You can also write or email us. There is no need to send lots of details. Just ask us to get in touch with you and enclose your name, address and telephone number

**Luton Mediation
Voluntary Resource Centre
15 New Bedford Road
Luton
LU1 1SA**

Telephone & Fax: 01582 411822

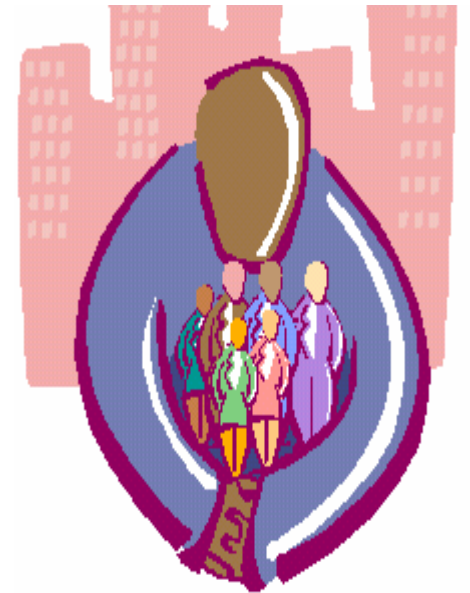
Email: lutonmediation@ic24.net

www.lutonmediation.ic24.net

Luton Mediation also deals with other types of disputes including family and workplace mediation. Please contact us for more information.

Registered charity no:1025520

Having Problems with your Neighbours?



LUTON MEDIATION

Providing and promoting a quality mediation service helping to resolve neighbour disputes.

What is Neighbourhood Mediation?

Luton Mediation offers a confidential and impartial service to resolve disputes using trained mediators to negotiate agreement between disputing neighbours. This service is **free** to all residents of Luton.

What Sort of Disputes Will Luton Mediation Deal With?

Disputes between neighbours no matter how big or small the problem.

- Noise
- Rubbish
- Anti-social behaviour
- Racial
- Children
- Building work
- Cars/Parking
- Gardens/Trees
- Pets



Why Use Mediation For Resolving Disputes?

Mediation is a way of resolving disputes and helping parties reach an agreement which they can work with in the future.

Two of our trained mediators will meet with both parties in a safe and neutral environment to listen to how you both see the problem. They will help you look at possible ways of improving the situation without having to go to court. This can often be quicker, less stressful and less costly to the individuals.

How Mediation Works.

Mediators contact both sides in the dispute.

Listen to both versions of the problem.

Mediation takes place on neutral ground.

Both sides are encouraged to talk through their dispute amicably.

Explore common ground looking for a mutually acceptable agreement.

Ensure both parties agree on all solutions that are reached.

Over 90% of agreements have been successful.

Either party can withdraw at any time.

About Our Mediators.

All our mediators are local volunteers recruited from within the community.

A trained mediator can provide a constructive framework in which disputing parties can air their grievances, clarify the issues and aim to negotiate an agreement that both parties can accept.

Able to take up a neutral position.

Able to see both sides of a dispute.

Trained in Conflict Management and are able to guide disputing parties to a successful conclusion.

Do not impose solutions but help people find their own agreements.

