



## Fife Community Mediation Service



### > Our Aim

Fife Community Mediation Service aims to provide a first class service but 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 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.

Fife Community Mediation Service is an independent service, managed by Sacro in partnership with Fife Council.

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) quoting reference FIF/210.

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.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'i telefonla arayın veya eposta gönderip FIF/210 dosya numarasını söyleyin.

اگر آپ کو اس کتابچے کا ترجمہ درکار ہے تو براہ کرم 0131 624 7270 پر ٹیلیفون کریں یا [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) پر ای میل بھیجیں اور ریفرنس نمبر FIF/210 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk)，並說明檔案編號 FIF/210。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف **0131 624 7270** أو أرسل بريداً إلكترونياً إلى العنوان [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) وانكر الإشارة رقم **FIF/210**

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর FIF/210 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) podając numer referencyjny FIF/210.

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:

#### **Fife Community Mediation Service**

24 Hill Street  
Kirkcaldy  
Fife KY1 1HX  
Tel: 01592 641618  
Fax: 01592 593133  
Email: [info@fifecm.sacro.org.uk](mailto:info@fifecm.sacro.org.uk)  
Web: [www.sacro.org.uk](http://www.sacro.org.uk)

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# Problems with the neighbours?



Fife  
Community  
Mediation  
Service

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 Fife Community Mediation Service on:

**01592 641618**

or visit [www.sacro.org.uk](http://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.

### > Eight 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 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 members of the Scottish Community Mediation Network and work within their standards
- 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.