

# Sacro - Community Mediation Service

*Mediation is a method of conflict resolution where dialogue between two or more parties in dispute is facilitated by a mediator. The aim is to assist the parties to move forward and where possible find an acceptable and workable solution to the dispute. Mediation is free at the point of delivery, voluntary, confidential and facilitated by trained and impartial mediators.*

Aberdeen and Aberdeenshire Community Mediation Services are managed by Sacro and funded by Aberdeen and Aberdeenshire Councils through housing and community safety monies. The services have been working with communities since 1998 and have received over 3,600 referrals.

Community Mediation services are available to all residents of Aberdeen and Aberdeenshire, regardless of tenure type, with referrals being received from partner agencies or directly from those involved in a dispute.

Reasons for conflict between neighbours are diverse but can include noise, children's behaviour, anti-social or abusive behaviour, boundary or property disputes.

What starts as a minor disagreement can escalate into a full-blown dispute, causing stress and worry. Usually those involved in a dispute want it to stop but are unsure how to resolve the issues to everyone's satisfaction. Mediation provides an opportunity for all involved

to acknowledge the past and discuss ways of moving forward in a calm and rational manner.

The mediation meeting is structured so that everyone has the chance to speak and be listened to. The focus is on the future and how things will be, rather than on the past and how things were. Over 80% of all cases where mediation is used result in either full agreement or substantial improvement.

**If you feel you could benefit from involvement with Aberdeen or Aberdeenshire Community Mediation Service, or if you would like more information, please contact Irene Reid on 01224 560572. Sacro, 110 Crown Street, Aberdeen, AB11 6HJ.**