



About Maidstone Mediation...

- Maidstone Mediation Scheme is a Registered Charity No. 1052104
- Maidstone Mediation also offers free services for...
 - people with neighbour disputes
 - victims of crimes and offenders
 - peer mediation training for young people
 - parent teenager disputes
 - young people facing homelessness

Maidstone Mediation is supported by:

- Kent YOS
- Kent Police
- Maidstone Borough Council
- Golding Homes
- Tonbridge & Malling Borough Council



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Client Comments...

"Thank you. Things are so much better."

"We are now able to relax and get on with our lives."

"The mediators were really helpful."



Client Information

THE MEDIATION SERVICE

Maidstone Mediation Scheme was established in 1990. It provides a range of services to help people who are in interpersonal conflict.

All the services are funded by grant aid or service level agreement and are free at the point of delivery.

Maidstone Mediation Scheme is a registered charity (registered number 1052104) and a member of Mediation UK.

MAIDSTONE MEDIATION MEDIATORS

Maidstone Mediation Scheme mediators are all trained volunteers. They work in pairs under the supervision of the Scheme. All mediators are subject to ongoing training and adhere to Mediation UK Practice standards. Mediators are neutral. They do not take sides or make judgments on any issues.

HOW MEDIATION WORKS

Clients are visited in their homes by two mediators. The visits usually last 45 minutes. With permission, the mediators can assist the parties to negotiate an agreement that both sides think is fair. This can either be indirectly (shuttle mediation) or at a joint meeting of all parties held on neutral territory (a mediation session).

CANCELLATIONS OR MISSED APPOINTMENTS

Mediators give of their time and expertise because they are committed to helping people reach peaceful settlements to disputes. Visiting people who are out, or setting up sessions for people who do not turn up, is a waste of their time and resources. Clients should give at least 24 hours notice if they wish to cancel an appointment.

REFERRALS TO OTHER SERVICES

Some clients may disclose other problems, which require help. With permission, the Mediation Service can make a referral to appropriate sources of help.

CONFIDENTIALITY

All sessions will be treated in absolute confidence.

No specific information will be disclosed about you to any party or individual.

The exception to this is where mediators believe that a client may present a risk of harm to themselves or others. In such a case the mediators would inform the client of his/her intention to breach confidentiality.

Note: Client files may also be viewed by a member of the Community Legal Services Commission for the purpose of auditing the scheme.

Please advise the office, if you would not wish your file to be included in any audit.

EVALUATION & SERVICE MONITORING

Within six months of completion of your case you will be sent an assessment form to determine whether you found it useful to talk with the mediators and whether you were able to notice any improvement in your situation. You are not required to complete this but we would appreciate your co-operation in helping evaluate and monitor the service.

COMPLAINTS PROCEDURE

If you have any serious concerns about the mediators or about the service and you are unable to resolve this directly with the mediators please contact the office and we will advise you how to make a formal complaint.

