



## Who are the Mediators?

Mediators are trained men and women who aim to assist people resolve their difficulties. They do not give advice or make judgements about the rights and wrongs of issues. Their role is to help both parties find ways forward through safe communication.

## How does it work?

Mediators will meet both parties separately to discuss the process and assess the needs and concerns for both sides. Mediation can then be either face-to-face (with Mediators present) at a neutral venue or, Mediators can act as a go-between with the two parties not meeting each other. The Mediator's role is to make sure that the process is safe and beneficial for both parties.

## The service is free and confidential

It won't cost you anything - only your time.

## What do I do next?

Telephone a member of our team on

**01622 692843**

or email

**[maidstonemediation@gmail.com](mailto:maidstonemediation@gmail.com)**



Community Support Centre, Marsham Street  
Maidstone, Kent ME14 1HH

**Tel: 01622 692843**

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**[www.maidstonemediation.co.uk](http://www.maidstonemediation.co.uk)**

Maidstone Mediation Scheme  
is a Registered Charity No. 1052104



A Member of the Restorative Justice Council

*Maidstone Mediation is supported by...*

Maidstone Borough Council

Kent YOS

Kent Police

Tonbridge & Malling Borough Council

Connexions

Tonbridge & Malling CDRP

Safer Maidstone Partnership

Probation Service

Golding Homes

*Maidstone Mediation uses the  
Anger Management Course designed by PEAT*



# General Information



## Helping you COMMUNICATE

## When asked, 90% of users of the Services of Maidstone Mediation, said the mediators were helpful

**Maidstone Mediation** is a registered charity whose primary aim is to facilitate the use of mediation and restorative justice in the mid Kent area. Through the use of mediation, people in conflict or those who have suffered or caused harm, can find a way forward which they all feel is fair and reasonable. Maidstone Mediation was established in 1989 and over the years has helped thousands of people achieve peaceful resolution to their problems.

### Neighbour Disputes

Maidstone Mediation Scheme offers a free service to people in dispute with their neighbours. The main reasons given for disputes are noise and abuse which account for more than 50% of complaints, Some of the other more common reasons for disputes are children, animals, parking, trees and boundaries.



### Victim Offender

#### Mediation / Restorative Justice

Restorative Justice provides healing for both victims and offenders for the damage resulting from the crime. Victims can say how the crime has affected them, ask questions and receive an explanation and an apology. Offenders have an opportunity to make amends to the victim and put the offence behind them. Referrals for victim/offender mediation come from the Youth Offending Team, the Probation Service and from the Police.



### Anger Management

Maidstone Mediation offers a free five session course to children and young people to help them manage their anger. Sessions are usually one to one.



### Conflicts in schools

Maidstone Mediation helps schools set up peer mediation schemes. The children selected to train as mediators help resolve disputes between other pupils at their school. The peer mediation services help children to learn important life skills and reduce playground conflict. Adult mediators from Maidstone Mediation also go into schools to mediate serious conflicts.



### Young People and their Families

Young people who have unresolved conflicts with their parents can be at risk of homelessness and of being unable to continue with their education. Maidstone Mediation provides young people an opportunity to articulate their needs and feelings and communicate with their parents. As part of the process they are also given the opportunity to understand their parent's point of view and to negotiate with their parents for a peaceful, mutually supportive future.