

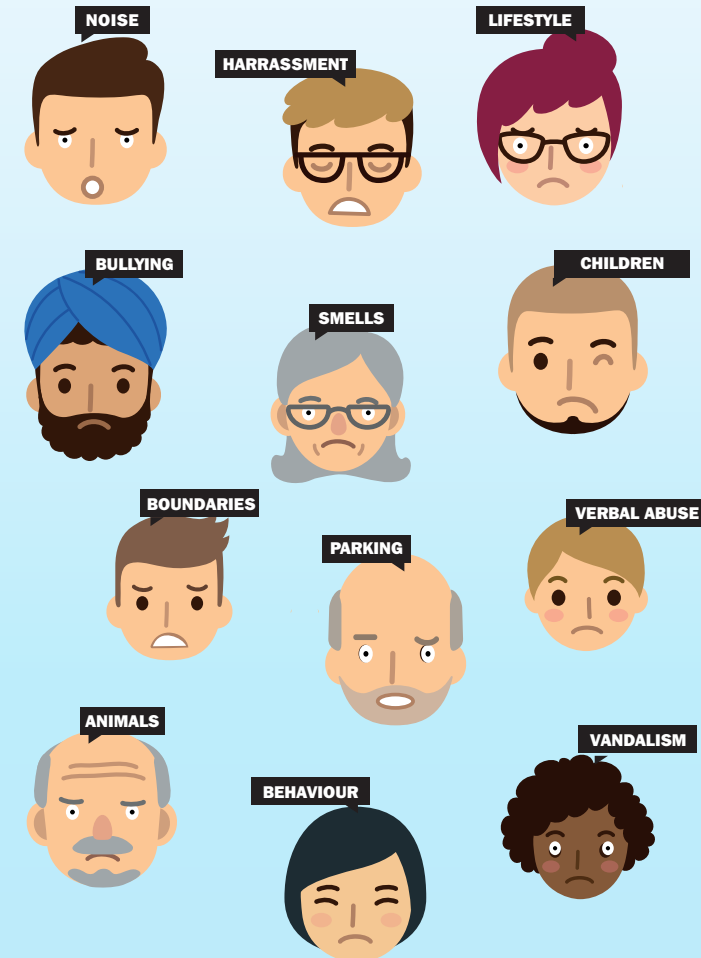
**“Jaw jaw is better than war war”**  
Winston Churchill

**Call us on 01633 858441.  
We can help.**



## We resolve neighbourhood and community disputes

**FAIRLY, CONSTRUCTIVELY AND SUCCESSFULLY**



### How mediation works

It's a simple process. Our mediators visit the parties separately to get a detailed picture of the way they see things and then help them find practical and lasting ways of finding a resolution.



Newport Mediation works to help local people lead happier lives. We're a registered charity run entirely by local volunteers so we know and understand the issues people face.

Our mediators are all fully trained, are experts in identifying problem areas and working out solutions. If you would like to join us by becoming a mediator and helping local people, we would love to hear from you.



### Our promise to you

- We will listen to you and always respect your point of view.
- We will work with you to resolve your problems.
- We will keep everything you say to us completely confidential.

What we ask of you in return:

- Keep appointments.
- Respect the staff and volunteers of Newport Mediation as well as the mediation process.
- Keep to any agreement reached.



[www.mediationinwales.org](http://www.mediationinwales.org)

REGISTERED CHARITY NO. 1074880

# We improve people's lives and their communities by constructively resolving inter-personal disputes

## Who we are

We are Newport Mediation, a local organisation dedicated to resolving neighbourhood and community disputes.

Most of us will have had a dispute with someone at some point during our lives. People fall out; it's part of being human.

The causes are many and varied; abusive behaviour, vandalism, loud music, unruly children, car parking, boundary issues, litter, smells and uncontrolled pets are examples.

While some disputes resolve themselves, others don't. People become fixed in their views, and what might have begun as a relatively mild, but awkward, disagreement can turn into full-scale conflict.



If left unresolved, disputes such as these can become corrosive and divisive. In extreme cases, they can affect people's health and those around them.

That's where Newport Mediation steps in - to help reach a solution before things get out of hand.

## What we do

We resolve community and neighbourhood disputes fairly, reliably and confidentially.

As a registered charity, Newport Mediation is run for people in the community by people in the community. Our service is fully independent and our mediators are all volunteers, highly trained and vastly experienced.



They never take sides and they never betray the trust that people put in them.

## Does it work?

Yes it does. Almost 90% of the disputes that go to mediation are resolved. And those aren't short term fixes either; the vast majority of disputes we resolve remain so six months later.

## Is it for you?

If you're in dispute with someone in your community, and you want a long-lasting solution, then it almost certainly is for you. And if you're a Housing Association tenant it could even be **free**.



**“In any dispute, each side thinks it's in the right and the other side is demons.”**

Steven Pinker, Psychologist