

All of our coordinators complete training with the **College Of Mediators** and have additional training when required.



Comments and complaints

If you have any comments or complaints about our services, please let us know.

Any member of our staff will be pleased to help you:

Family Network Service, Hilary Road
Centre,
Hilary Road, Camp Hill, Nuneaton,
CV10 9AD
01926 414147

To find out more, or if this information is difficult to understand, we can provide it in another format, for example in Braille, large print, on audio tape, in another language or by talking to you.



A Mediation Guide

“I’ve learnt to communicate in a safe manner that doesn’t upset the children.”

“We’ve put plans and actions in place for future use.”

Name of worker:

Telephone number:

Email: fns@warwickshire.gov.uk

Telephone number: **01926 414147**





What is Mediation?

Mediation seeks to resolve problems between two parties.

Mediation is aimed at helping families in dispute to find their own solutions and to find a win/win outcome. Family members can come together to discuss future arrangements regarding their children with the help of a third neutral person.

Mediation is an opportunity to feel listened to and heard without being judged or undermined. The mediator remains impartial and non-judgmental throughout the process.

Taking part in mediation is voluntary and any agreements made from the process are not legally binding but they are a commitment to make positive change.

Mediation is useful and cost effective with resolving conflict early and privately thus keeping it from the court arena.

What we can Mediate:

- Parent/Child disputes
- Child focused issues
- Family time (contact)
- Parenting issues
- Relatives with SGO issues concerning children

How Mediation might help you and your family:

- Improves communication
- Aimed at win/win solutions
- Less stressful and less costly than going to court

The Mediation Process

1. Your referral is allocated to a trained mediator.
2. An initial meeting is held with you and the mediator to discuss the mediation process.
3. A follow up meeting is held with you and the mediator to confirm all your points prior to the face to face meeting.

Step 2 and 3 are also held with the other party separately from your meetings.

4. The joint face-to-face meeting is held with you, the mediator and the other party.

The joint meeting is where both parties are invited to negotiate and compromise their positions in order to make an agreement in which both parties are happy with the agreement.

After the meeting and the plan has been created it will be sent to the parties involved.

An additional review meeting or a follow-up call with the mediator is offered to both parties to review the process of the agreed plan.