



Independent Mediation Service

Tel: 01273 700 812

Why use Mediation

- Disputes between neighbours can often cause considerable stress, affecting the quality of people's lives
- The aim of mediation is to relieve this stress
- Mediation allows people to be heard
- Options of the ways to improve the situation can be explored

Disputes may be related to

- Noise
- Young People's Behaviour
- Race or Homophobic Harassment
- Other Anti-social or Abusive Behaviour
- Boundaries
- Pets

Brighton & Hove Independent Mediation Service

Our Service is a registered charity, free to all local residents

Our projects include...

- An outreach service in East Brighton
- An outreach service to black & minority ethnic communities, offering an interpreting service, our leaflets are translated into other languages
- Outreach drop-in surgery at Hove Town Hall, Tisbury Road entrance. Contact us for times,
- We mediate in Brighton & Hove, Lewes and surrounding areas



East Brighton Outreach Service is funded by EB4U

Mediation, a way to resolve conflict that gives you the opportunity and support to deal with the problems you are experiencing in your community.

"The service was exemplary in showing how the relevant issues could be resolved"



Brighton & Hove Independent Mediation Service
 Basement Office
 Ecclesden, Grove Hill
 BN2 9NG
 Phone: 01273 700812 | Fax: 01273 700812
 Email: mediation@bhims.org.uk | www.bhims.org.uk
 Registered charity number: 1036021





“They were brilliant, very patient, understanding and approachable. They assisted me to work out a good solution which I will abide by”

Brighton & Hove Independent Mediation Service

Mediation is a way to resolve problems you are experiencing with others in your community. Established in 1993, BHIMS successfully helps neighbours in dispute to reach an agreement.

Our Service is...

- Free
- Confidential
- Independent of all other agencies (e.g. housing or police)
- Impartial

We do not...

- Judge
- Take sides
- Tell people what to do

Mediation is:

A voluntary process based on goodwill

A process where people compromise and bring creative and practical solutions to problems

As easy and as short as the parties want to make it

Mediation is not:

A trial to find out who is guilty

A forum to blame or undermine people

A long and difficult process

Our Mediators...

- Receive accredited training in mediation skills

Their role is to...

- Listen to everyone involved
- Open up conversation to improve understanding
- Follow a sequence of steps which allow those involved to identify possible solutions

We have no authority to tell you what to do. We are non-legal, we do not judge or give advice

Please contact us if you are interested in becoming a volunteer

“Things seem to be so much better, I’m no longer anxious all the time. I’m also sleeping much better”

