



BRIGHTON & HOVE
Independent Mediation Service

What is mediation?

Mediation is a form of alternative dispute resolution where we help two or more parties to understand each other and to recognise that they can find their own resolutions to conflicts without having to resort to costly and lengthy legal or other enforcement action.

Why use mediation?

Mediation can provide a fast and effective way of resolving conflicts - especially when used as an early intervention before problems escalate. Mediation is widely recognised as way of dealing with a wide variety of disputes and is increasingly being used to resolve conflict across the globe.

What can Mediation help with?

- > Noise or disruption from people or pets
- > Young people's behaviour
- > Racist or homophobic harassment
- > Anti-social or abusive behaviour
- > Boundary, property or planning disputes
- > Disputes between colleagues or businesses

Our services include:

- > Neighbour Dispute Mediation
- > Intergenerational Mediation
- > Workplace & Commercial Mediation
- > Community Mediation
- > Accredited Mediation Training

Our service covers Brighton & Hove, Lewes and surrounding areas.

Support our work:

We are an independent charity and receive no statutory or direct government funding. We raise our income through bids to trusts and foundations and Service Level Agreements with local social landlords and local authorities.

Where our work is not covered by funding, we ask the parties involved in the dispute to pay our costs in order to keep our service sustainable. In this way we can continue to deliver our services to those most in need in our community. We welcome donations from the public and from those who would like to volunteer with us.

Leaflet available in other languages on request



Mediation, Conflict Resolution and Training for Brighton & Hove and Lewes District since 1993



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Brighton & Hove Independent Mediation Service

We are the recognised community based mediation organisation in our city, having helped hundreds of neighbours, families, businesses, and organisations resolve many different kinds of conflict and disputes since our service began in 1993.

We offer a comprehensive range of mediation, dispute and conflict resolution services and accredited mediation training across Brighton and into the surrounding communities of Lewes, Seaford, Newhaven, and Peacehaven.

We work with anyone who seeks to find a resolution to conflict including:

- > People having difficulties with neighbours or residents in their community.
- > People facing conflict within their own family.
- > Tenants and landlords in dispute.
- > Workplace employee and employer disputes.
- > Sheltered housing, care or nursing home providers and their residents.
- > Businesses, partnerships and organisations.



Need someone to listen to both sides?

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

Our service is:

- > Confidential
- > Impartial
- > Independent of all other agencies (e.g. councils or police)

Mediation is not:

A trial to find out who is guilty

A forum to blame or undermine people

An opportunity to dwell on past issues

A long and difficult process

We do not:

- > Judge
- > Take sides
- > Tell people what to do



Our mediators

We have a team of experienced and accredited mediators based across our communities who give their time to help people find a solution to their problems. Our mediators come from all walks-of-life and backgrounds and some have specific qualifications in specialist types of mediation.

Our approach

- > We listen to everyone involved
- > We open up conversation to improve understanding
- > We follow a sequence of steps which allow those involved to identify possible solutions

We accept referrals from either the individuals experiencing problems or from an agency such as a social landlord, local authority or the police.

We will have a discussion with all those involved to see what's been happening and decide if mediation is appropriate and we think we can help. We will then arrange for our mediators to visit the parties involved to help find a way forward.

