

Contact details

Telephone

01908 545180

Answerphone available for messages if the office is unmanned

Fax

01908 545199

E-mail

mediation@mkcab.org.uk

Website

www.miltonkeynescab.org.uk

Address

**Acorn House
361 Midsummer Boulevard
Central Milton Keynes
MK9 3HP**



Twitter

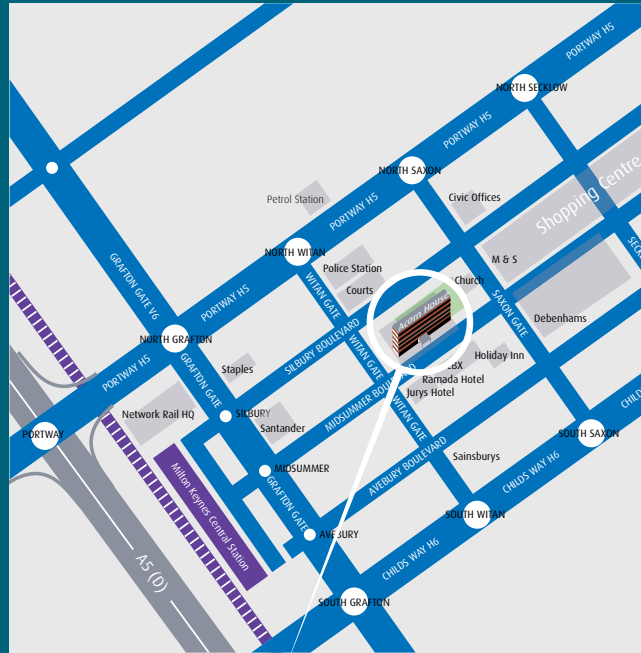
@mk_cab



Citizens Advice Milton Keynes aims to provide a quality service to clients and we welcome feedback on our performance.

If, however, at any stage, you wish to register a formal complaint regarding our service delivery, please write to: The Director, Citizens Advice Milton Keynes, Acorn House, 361 Midsummer Boulevard, Milton Keynes, MK9 3HP.

How to find us



Full wheelchair access is available at Acorn House

Community Mediation Services



Even the smallest dispute can affect your life and happiness

At Citizens Advice Milton Keynes, our Community Mediators are here to help you resolve a dispute, whether it's problem between neighbours, colleagues or perhaps someone you bought goods or services from.

Our case studies prove that most disagreements handled by mediation can be resolved with a positive outcome for both parties. If you're locked in a dispute that's affecting your life and you think going to court maybe your only option - think again. Our mediation service may be able to help you find a way forward.

We want to help people who are in dispute with each other to work together, and reach agreements by establishing an understanding gained through listening and talking to each other.

Mediation is an entirely voluntary process and is not legally binding. All parties involved in a dispute have the right to seek independent legal advice if they wish to.



Our Mediators are fully trained, experienced volunteers and are highly skilled in helping people to resolve disputes. They are a team of diverse women and men from a wide range of backgrounds, who won't judge you or take sides.

All our mediators:

- Listen fairly to both parties
- Help people to think through what they can do and consider all options
- Help people to sort out the issues involved and to reach agreements they can live with
- Keep the whole matter confidential
- Keep in touch with you to see if arrangements are working.

Why should I take part in mediation?

Getting involved in mediation shows that you are attempting to resolve matters and trying to bring a difficult situation to an end without further escalation.

When we take on a new case, our mediators will speak to both/all parties involved individually, before deciding how best to move forward.

All sides will have an opportunity to talk about the dispute and more often than not, this goes a long way towards resolving the situation. If communication has completely broken down, mediation can help to get people talking again, in about 80% of cases people reported 'improved communication' after mediation had been completed.

You may have been referred to our service by your landlord, local authority or perhaps even a community safety group or Police Officer. Whatever the circumstances, we want to help you find a way to resolve things and help you move forward.

What happens next?

Someone from our team may have contacted you by phone or written to you to confirm your referral. Our contact details are on this leaflet if you need to get in touch.

Following initial contact with you, we will confirm details of an appointment to come and see you (usually at your home) as soon as possible. At this first appointment, our mediators will talk to you without the other party being present. We can work out how best to proceed with the case once we have all the information.

Who are we?

Citizens Advice Milton Keynes is a registered local charity, established in 1972 and part of the National Association of Citizens Advice Bureaux (NACAB).

We helped 12,500 people in and around Milton Keynes last year with a variety of money, legal and personal problems. We rely on a team of committed volunteers and staff to provide people with trusted, good quality services that are impartial, confidential and independent.

We aim to empower people in taking important, difficult and often life changing decisions, by providing clear information that is easy to understand and free at the point of use. We help individuals to understand their situation better, and in doing so improve people's long term life prospects and sense of wellbeing.