

Who are we?

We are an independent, Luton based, service who are experienced in the provision of Mediation services to families and the community.

All our independent Mediators are fully trained and cleared through the Disclosure and Barring Service

Please telephone or email us if you would like an informal discussion about our service.

Oak Community Services (CIC) is a community interest company registered in England.

Company number: 14075703

Registered address:

Suite 500, AW House, 6-8 Stuart Street, Luton, Bedfordshire, LU1 2SJ.

Questions?

Contact your Mediator

Name:

Contact Number:

Service Contact Details:

www.oakcommunityservices.org

Email:

office@oakcommunityservices.org

Contact Number:

01582 935215



Mediation Service

What is Mediation?

Mediation is impartial and fair

It is a process where an independent person, the Mediator, supports people to resolve disputes.

Mediation is voluntary

It aims to reduce conflict and allow the people involved to move forward positively.

Mediation is confidential

The only record of the meeting will be the written agreement that those involved create and sign at the end.

Can Young People attend?

The mediator will discuss this with you when you meet.

Together you will agree whether young people in your family should be involved in the mediation.

What happens at Mediation?

There are two stages to mediation

1. The initial meeting

With each individual person. This allows you to express your concerns and explore solutions before the joint meeting takes place.

2. The Joint meeting

Everyone comes together, with the mediator, in a neutral venue, to talk about the issues and concerns.

With the support of the Mediator, options are explored and actions agreed to resolve things.

At the end the mediator writes down what has been agreed and everyone gets a copy.



How long does it take?

- The individual meetings are for about an hour each and take place on WhatsApp video or Zoom. (Or in person if this is not possible)
- The joint meeting may take up to three hours
- A review meeting will take place within 4 weeks of the last joint meeting.
- The review is optional and is to talk about how things are and if anything else is needed.
- After this the mediation referral is closed.

Confidentiality

- The only time a Mediator will break confidentiality is if information that is shared has to be disclosed by law, for example, issues regarding the safety of a child/young person or vulnerable adult.