

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

## How To Contact Us

If you would like to find out more about what we do, please contact us at:

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2 Maran Way  
Erith  
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Family Action Thamesmead Mediation Services  
are commissioned by Bexley Council

### Family Action Central Office

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Registered charity n° 264713.



## Family Action Thamesmead Mediation Services

Helping to resolve conflicts peacefully

supporting families since 1869

## What Is Mediation?

Mediation is the process of helping two or more parties who are in conflict resolve their issues. This could be disputes between family members, conflict between young people at school or in their neighbourhood or conflict between neighbours.

Mediation is used when the parties cannot resolve the conflict themselves and would like some help.

## What Do We Offer?

All parties involved will be asked if they agree to take part. Everyone concerned is then visited individually by the mediator and will be given a chance to explain how they see the situation. If everyone agrees to meet then a mediation session will be scheduled.

At the meeting, a trained mediator will help to:

- Identify the problem(s)
- Collect all information through discussions
- Explore all possible options
- Reach an agreement that is acceptable to everyone

## Why Choose Mediation?

Conflict is not uncommon; everyone has experienced it at some point in their life. Some people can deal with conflict easily and can move on quickly. For other people, conflict may be harder to handle and sometimes it can lead to intimidation or violence if it is not resolved properly.

Sometimes families may have problems communicating with each other. Some people may feel that they are not being listened to and that the conflict, whatever it may be, will never be resolved because of this.

For these people, mediation may be the only way the conflict will be resolved. Mediation gives people a chance to express feelings and facts in a safe, neutral place. It allows people to listen to all sides and come to an agreement.

## Who Is Our Service For?

Family Action Mediation offers a free, confidential mediation service for families and young people.

Examples of the types of conflicts we can help you resolve are:

- Breakdown of communication in families (for example between parents/carers and children)
- Parental disputes that are affecting the family unit
- Young people who are experiencing intimidation or violence and/or other issues that are affecting their lives

Even if you are not sure if mediation can help you, contact us and if mediation is not suitable, we can point you in the right direction.

What some of our service users have said about the Family Action Mediation Services:

“Good listener”

“Committed to your community”

“Reliable”

“Non-judgmental”