

Neighbour problems?  
Don't know where to turn?



# Neighbour Dispute Resolution

**Free Confidential Help  
in your own home**

web: [neighbourdisputeresolution.org](http://neighbourdisputeresolution.org)  
email: [info@neighbourdisputeresolution.org](mailto:info@neighbourdisputeresolution.org)

**Tel: 0800 038 5301**  
Calls are free

Northern Devon Community Mediation  
Part of Dartington North Devon Charitable Trust Charity No. 1142258



North Devon & Torridge  
Community Safety Partnership

## What is Neighbour Dispute Resolution?

Neighbour dispute resolution is a way of helping people talk through their problems using mediation, and is conducted in a safe sensitive and confidential manner. Whilst most of our work involves disputes between neighbours, we can also help resolve issues within the wider community. Solutions acceptable to everyone can be reached without the anxiety and expense of legal intervention.

## How does it work?

If you are having a problem with your neighbour you can contact us direct, or a community or legal agency may refer your case to us. With your permission we will arrange for two trained mediators to visit your home to listen to your problems. A similar visit to your neighbours would be arranged.

If you are both willing, a mediation session with both parties together will take place in a venue arranged by the mediation service.

During the session both sides have a chance to talk without being interrupted. The mediators will ensure that any anger is safely contained. Often by the end of the session an agreement is reached which both sides are willing to accept; otherwise a further session can be arranged.

The agreement may be written down and signed but it is not legally binding. Further help is available if it is needed.

**Confidential and Independent  
We don't take sides  
You are in control**



**Neighbour Dispute Resolution Works!**