

## What is Family Mediation?

- Family mediation is a way of resolving issues that result from a relationship breakdown.
- It encourages joint decision-making, rather than have a decision imposed by the Court.
- Mediation seeks practical agreements that are fair and workable.
- Mediation often improves communication and benefits children and/or other family members affected. (70% of mediations result in some level of agreement.)
- It is future-focused. You can put the past behind you and move on.

## Why use us?

- Mediated agreements can cost much less than using solicitors and/or the Court.
- We have more than 10 years experience.
- We are a specialist not-for-profit service, and a charity. We represent value for money.
- We are committed to Equal Opportunities.
- We provide a friendly supportive atmosphere.
- We are members of National Family Mediation, and have the Legal Services Commission Quality Mark.

## What about solicitors?

We do not provide legal advice – for this you will still need a solicitor. When a workable agreement is reached, details can be passed on to your solicitor, if you wish.

## Our Mediators

Our mediators are fully accredited with the Legal Services Commission, and are members of the UK College of Family Mediators.

They do not take sides but will ease communication between you.

## Who can use mediation?

Separating or divorcing couples at any stage of the process.

The issues covered may include:

- How best to separate
- Accommodation
- Arrangements for children
- Parental responsibility (unmarried parents)
- Involvement of new partners
- Division of assets and financial support

Family mediation can also involve others eg grandparents and new partners. Children can be consulted if both parents and the mediator feel it would be helpful.

Mediation can be used to resolve extended family disputes.

Mediation is not counselling or marriage guidance. However, if reconciliation seems to be a possibility we would put you in touch with an appropriate service.

## What does it cost?

If you are eligible for public funding, mediation is free (the Legal Services Commission pays us for it). If you are not eligible for public funding the interview is still free. See our fees leaflet for further information.

## The Process

We will arrange an initial interview that you can attend with or without your ex-partner. This is normally about 45 minutes, and is free.

This will enable you to:

- assess the benefits of mediation and the process involved
- discuss any concerns you have
- establish a timetable and costs (if you have to pay fees)
- talk to the mediator alone.

If you proceed with mediation, you will normally need between one and three sessions (of 1½ hours each), but may take more if there are complicated matters to resolve.

## Concerns about safety

Please tell us if you are concerned about your own safety, or the safety of a child. We can make arrangements for separate arrival and departure times, and separate waiting if required.

## Privacy and confidentiality

The privacy of your personal details, whether stored on file or computer, is assured.

Discussions in mediation are confidential. No information is passed to anyone outside the service without your permission. However, if allegations of harm to a child are made the mediator has an obligation to contact the relevant authorities. Where applicable, there may be a duty to make a disclosure under the Proceeds of Crime Act 2002.

OUR AIMS ARE:

- To enable you and your ex-partner to reach your own joint decisions
- To encourage parents to place the needs and wishes of their children at the heart of the decision-making process
- To provide mediation at a cost which is both reasonable and affordable
- To offer a service which is available and accessible to all.

#### COMMENTS AND COMPLAINTS

All comments and complaints from people who use our Service are taken seriously. We have a Complaints Procedure and aim to sort out problems quickly and fairly. In the first instance, please speak or write to the local Manager.

- LSC Quality Mark
- All mediators are members of the UK College of Family Mediators
- Affiliated to National Family Mediation

# WEST WALES MEDIATION

For further information or to arrange an appointment please call

**01267 233123**

**Monday to Friday 9.00am – 5.00pm**  
(Fridays 4pm)

**email:**  
**mediation@westwalesmediation.co.uk**

**website**  
**www.westwalesmediation.co.uk**

**Fax: 01267 220495**

We can offer appointments in our office in Carmarthen at:

West Wales Mediation  
9A Dark Gate  
Carmarthen  
SA31 1PT

Mediation is also provided at:

Swansea  
Port Talbot  
Llanelli  
Haverfordwest  
Pontardawe

# WEST WALES MEDIATION

(formerly Family Mediation NCH Cymru)

Providing a service  
for the people of South West Wales

Mediating in separation  
divorce and family breakdown



Community  
Legal Service



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