

“Thank you so much for the time and effort you have put into helping us resolve our issues with our neighbours. We really feel that a resolution would have been very difficult without your help. The mediation service is very worthwhile and has certainly been useful.” Mr and Mrs W, Otford

“Words cannot express my gratitude for the impartial and professional way in which you handled my problem. You helped to bring some sanity in to the awful dilemma I was in.” Mrs J, Paddock Wood



## Client Charter

### Our responsibilities, we will...

- Listen to you and respect your point of view
- Work with you to resolve your problems
- Keep what you say to us confidential

### Helping us to help you, we ask you...

- To keep appointments
- To respect the other parties involved
- To respect WKM's staff and volunteers
- To keep to any agreement reached

### Equality and Diversity

WKM recognise that many people in our society experience discrimination or lack of opportunities for reasons that are not fair. Our aim is to ensure that all voices are equally heard.



## Interested?

To find out more about our services and how we might help you, please ring us for an informal chat. The majority of WKM's services are free of charge within West Kent, but charges apply in some cases.

### Can you help us?

WKM is supported by local authorities, housing associations, charitable foundations and individual donations. All contributions are very gratefully received. If you would like to make a donation or train to be a volunteer with WKM please visit our website for further details.

If you have any feedback to help us improve our services or wish to make a complaint please contact us at:

West Kent Mediation,  
c/o Knole Academy, Bradbourne Vale Road,  
Sevenoaks, Kent TN13 3LE  
01732 46 96 96  
theoffice@wkm.org.uk  
www.wkm.org.uk



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Registration Number: 4830437 England.

A large illustration of several hands of different shades of blue and white, overlapping and holding each other in a supportive gesture.

Helping resolve conflict in  
our local community

T 01732 469696  
www.wkm.org.uk

# Conflict causes pain and distress - mediation helps resolve the issues



## Who we are...

WKM is an independent charity that has been offering confidential and impartial mediation services to the local community for over twenty years. Our aim is to resolve conflict and the breakdown of relationships between individuals, families and communities within West Kent.

## What we do...

### Neighbour/Community Disputes

Noise, harassment and anti-social or abusive behaviour are some of the causes of conflict between neighbours and communities. Tensions can also arise from small disagreements which become major problems when left unresolved.

Mediation helps people to solve problems, gives them new communication skills whilst supporting and rebuilding relationships. The process reduces stress, raises self-esteem and empowers individuals.

### Parent Teenager Mediation

Parents and teenagers often find themselves in conflict with each other, with many young people finding it difficult to express their feelings. Mediation is a helpful process that promotes healthy communication between parents and teens about their needs and concerns.

### Homeless Mediation

Our aim is to prevent young people being made homeless due to a breakdown in family relationships. Mediation provides a safe and supported environment in which to explore differences and helps families start talking again.

### Restorative Justice (RJ)

Restorative justice encourages communication between victims and offenders with the support of mediators. It enables all parties affected by a crime to understand what has happened and to move forward in a positive way. It helps victims to express their feelings safely and offenders to take responsibility for their action and its impact on others. RJ achieves high levels of victim satisfaction and a reduction in re-offending.

Restorative approaches are now recognised to be effective in resolving multi-party disputes within the community, schools, families and at work.

### Restorative Practices within Schools

Peer mediation in schools involves training students to help their peers resolve conflicts in the classroom, playground, at home and in the wider community. Young people gain valuable life skills and the ability to communicate their needs more effectively. We also offer our service to schools when internal disputes require impartial resolution.

### Anger Management Coaching

This is an effective and straightforward method for helping young people to deal with their anger and learn better ways of dealing with confrontation, problems and disappointments. Anger is a habit - habits can be changed.

### Workplace Mediation

When conflict at work develops into a dispute, communication can become difficult or stop altogether. Mediation helps resolve complaints that include victimisation, harassment, discrimination and bullying. It can reduce the number of hours lost through stress and improve performance.

## How it works...

All WKM's mediators are volunteers drawn from the local community. They are trained and supported by WKM's small staff team. They work in pairs, visiting each party separately in their own home to identify the issues involved. They help both sides to look at practical ways of moving forward so that improvements can be made and agreements reached.

*Mediation is not a legal process and any agreements are not binding in law. You have a right to seek legal advice and mediation does not prevent parties from initiating other procedures. All mediation proceedings are conducted on a "without prejudice" basis - what is said during mediation proceedings will be confidential.*