

## Brief Guide to Mediation

1. Send Referral Form to **Mediation North West Ltd** either by
  - email [info@MediationNorthWest.co.uk](mailto:info@MediationNorthWest.co.uk)
  - post to Redmays, Chester Rd, Warrington, Cheshire WA4 5LP
  - fax 012925 393549Please complete the form in full; we may not be able to proceed without the parties' names, addresses, post-codes, contact telephone numbers and email addresses.

Anyone wishing to mediate without a solicitor can do so by calling the Main Office – we'll take your details and arrange for a mediator to call you back for an initial discussion over the telephone.

2. On receipt of a completed Referral Form, a telephone call will be made, by a mediator, to you and the other party. We will work out with you whether you will be privately paying or will need to provide documentary evidence of your eligibility for legally aided mediation. If you prefer you can pay for us to see yourself or the other party first. Please mark this on the Referral Form.

We do not routinely offer joint initial appointments as experience shows that they rarely go ahead. The exception is where you request this and we confirm with the other side.

We will endeavour to offer appointments closest to the parties however an alternative office may be used to offer a sooner date. Flexibility with office locations is appreciated for the initial appointment.

3. If the other party is willing to mediate, an appointment for an initial information meeting will be sent to the applicant.

If the other party is unwilling to mediate we will return the applicant's FM1 to the solicitor (or to the client if the case is self-referred) on receipt of the £100 fee. If the client has attended an initial meeting (privately paying or certified as eligible for legally aided mediation), the FM1 will be issued for free.

4. The parties availability will be requested and we will try to accommodate their desired times, however some flexibility may be required for earlier appointments.
5. If both parties are willing to mediate, a meeting will be arranged for the first mediation session (last approx 1hr 30mins) and the solicitor will be advised whether the client is eligible for public funding.
6. We advise solicitors if mediation breaks down or when it is completed. We are not able to provide details of the discussions within mediation; solicitors should obtain this from their client.
7. If mediation breaks down we will return form FM1 to the solicitors or in the case of self-referral to the parties themselves.

If you have any questions please do not hesitate to contact the office on 01925 393532.