

Your questions answered

How much will it cost?

Legal Aid is available for Mediation, depending on your income. One of our Mediators will happily talk through an assessment for Legal Aid with you, over the telephone, for no charge. Similarly please call or email us about our fees.

Is it confidential?

Mediation is private and confidential. Names and contact information will not be given to any individuals or organisations, unless we have reason to believe that someone, particularly a child, is at risk of serious harm.

What if I'm not sure what I need?

Don't worry. We work with people every day, and know how complicated life can be. We'll take the time to listen and get to know you. If you're not sure about meeting or speaking with someone yet, we can email or post information and you can contact us in your own time. Our door is always open.

Who can contact the Family Mediation Department?

We work with everyone. You can call us for yourself or get advice for someone else. Everyone who contacts us, regardless of age, gender, sexual orientation, beliefs and ethnicity will be treated with equal respect and in a non-judgemental way.

Find out how we can help

Call **0161 872 1100** to speak to our dedicated team or visit our website www.talklistenchange.org.uk for more information.



Contact us to see
how we can help.

0161 872 1100

9am - 9pm || Monday - Friday
mediation@talklistenchange.org.uk
www.talklistenchange.org.uk

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TalkListenChange

Family Mediation

Help making arrangements
for Children or Finances

0161 872 1100
www.talklistenchange.org.uk

Head Office, 346 Chester Road, Manchester, M16 9EZ

Mediation helps separated parents make arrangements for their children and/or their finances. It aims to avoid lengthy and expensive court proceedings and allows you the opportunity to discuss things in a neutral and safe environment.

The Role of the Mediator

The Family Mediator will help you and your ex-partner to explain your views to each other and discuss ways of moving forward. They will work with you to find solutions for your children and other issues. The Mediator is completely impartial and will not take sides or judge a situation.

They will give you legal information, but will not make decisions for you or force you to agree to something that you do not think would work.

When should you contact our Family Mediation service?

You may have recently separated, or been apart for years. Feel free to contact us at any stage, for any issue, big or small. Beginning discussions about your children or your finances is always a positive step to take, so don't feel that it is ever too early or too late to find out about Family Mediation.

Below are some examples of the types of arrangements people often attend Mediation to discuss.

Arrangements for children, such as:

- **Time spent with parent's each week**
- **Holidays**
- **Christmas**
- **Communicating as parents**

Division of assets, such as:

- **The Family Home**
- **Pensions**
- **A business**

Other problems, such as:

- **Divorce Proceedings**
- **Debt**
- **Child Maintenance**
- **Grandparents keeping in touch**

Child Consultation

We also offer Child Inclusive Mediation. This gives children the opportunity to meet with a Mediator to talk about their wishes and feelings, on their own or with siblings.

Research shows that children greatly benefit from having a voice through separation and this process allows that. A Child Consultation would only go ahead following a discussion with, and after signed permission from, parents.

The Family Mediation Process

at TLC: Talk, Listen, Change

First Step - Call for some information

We are happy to talk to you about our service, any further steps are up to you.

Second Step - A Mediation Information and Assessment Meeting (MIAM)

We invite you both to attend separate MIAMs on your own with a Mediator. This is an opportunity to discuss your situation, fully understand Mediation and decide what the best next step is for you and your family.

Third Step - Attend a joint session or sessions

If you both wish to attend a joint session of Mediation then this is arranged for you to discuss any issues. 2-4 sessions of Mediation is quite usual and people will often take time between sessions to trial arrangements, consider options or obtain legal and financial advice.

Fourth Step - Confirm Arrangements

The Mediator will summarise, in writing, any proposals that you have reached and intend to fulfil. This may be a letter or it may be a formal document, your Mediator will talk to you about what you feel will work best.