
MEDIATION

WELCOME

Thank you for taking this step to explore the option of Mediation for you and your family.

We understand this is a new experience for many and our qualified, professional and impartial Mediators aim to make this process run as smoothly as possible and answer any questions you may have during your Mediation assessment meeting.

TLC: TALK, LISTEN, CHANGE

A LITTLE ABOUT US

• Hi

• Welcome to TLC.

• As Mediators we do what we do because we care about supporting families through difficult discussions following separation. We are passionate about avoiding court proceedings where possible and helping you work towards arrangements as amicably as possible.

• We are also here to ensure that you understand the legal processes surrounding your situation. We understand that your circumstances are unique to you and we're not here to judge or take sides.

• This pack is the first start. In the following pages you'll find useful information about mediation, our top tips on how to prepare for your sessions and some practical guidance on what to expect.

• Thank you for choosing to take this first step with us, we look forward to working with you.

• Thanks, The Family Mediation Team

WHAT IS MEDIATION?

HOW CAN IT HELP?

Mediation is a supportive avenue which allows separated couples or other family members to have safe and honest discussions. It is intended to help people move forward as amicably as possible.

Mediation is:

- For you, and your family
- Cheaper and quicker than court proceedings
- Less stressful than court proceedings
- A place to gain legal information
- A safe and impartial environment to have difficult conversations

Mediation is an empowering process. Everyone is provided with the same information, which means that all parties gain the same understanding and are on an equal footing when it comes to important matters, such as child arrangements and financial assets.

What you can expect from us:

At TLC, we put families first. Our Mediators abide by professional codes of conduct and adhere to the [Family Mediation Council's](#) 4 main principles:

1

Confidentiality: We will not share information about your sessions with anyone else and expect the same from you. This allows a safe space for open and honest discussions. The sessions also cannot be recorded

2

Voluntary: The mediation process is 100% your decision, we will never force you to attend

3

Impartiality: The Mediator is entirely impartial, will not judge you and will not express a personal opinion on what you should, or shouldn't do

4

Empowering: No decisions will ever be made on your behalf, the Mediator will support you in navigating conversations and give examples and suggestions, but the decisions made in Mediation are your own

What our clients have to say:

“Thank you very much for all that you have done to make this process as smooth and pain-free as possible.”

“I met with the Mediator today and would like to say how helpful it was to speak to someone impartial who is able to offer support as well as explain the legal side of things.”

“I would like to thank you for your patience and understanding for what is a very difficult complex situation. It’s very much appreciated.”

“I just wanted to say thank you very much for your patience and understanding with the mediation process. It has certainly helped to have a mediator with such a nice and helpful manner.”

ATTENDING YOUR MIAM

WHAT TO EXPECT

In your first session, your Mediator will aim to gain a better understanding of your situation and provide you with useful information to help you move forward.

This will include:

- Gathering background information from you about your situation
- Providing you with information about joint mediation sessions
- Assessing whether mediation will be appropriate for you
- Providing legal information about your situation and separation in general

The Mediation Information and Assessment Meeting (MIAM) will also give you the opportunity to think about whether joint mediation feels like the right step for you and ask your mediator any questions you might have regarding your situation, or the Mediation process in general.

TLC

PAYMENTS REMINDER

Whether you're paying for your sessions yourself, or are using Legal Aid support, click below for more information.

[**Private Fees**](#)

[**Legal Aid**](#)

VIRTUAL

MEDIATION

How can you get the most out of your sessions when you'll be talking to your Mediator through Teams, or over the phone?

We know people can sometimes feel nervous about their appointments and it's completely normal.

TLC

TOP TIPS

Set time aside.

We don't just mean for the mediation session itself, we mean either side of it.

If you can, try to give yourself at least 5-10 minutes before and after your session. The time before allows you to get comfortable and in the headspace to think about what you want to discuss.

The time after allows you to process your session before going back into day-to-day stuff.

continued...

We find the below can often help...



Privacy: Do you have private space for your session, where you feel safe and comfortable and won't be overheard or distracted? We know this can be more difficult due to Covid-19 restrictions.

If you live with others...

Can you use headphones in a less busy room in the house?
Can you ask your housemate/partner/family member to leave your accommodation to take a walk or pop to the shops?

Could you ask those in your household to wear headphones and distract themselves with videos / TV or music?



Comfort First: Wear what you feel comfortable in. Also consider where you would feel comfortable and safe to talk about the issues you would like to bring to your sessions.



Hydration at Hand: Fancy coffee, builders brew, herbal tea, water... whatever your taste... have it with you. It can be comforting to hold a hot drink, keep nervous hands busy, ensure you don't get a dry mouth, and this encourages you to relax into your environment.



Internet: Making sure you have a good connection to the internet will give you better video and sound. We recommend closing down other tabs and applications that are open as this can help Teams run faster. If this may cause issues, maybe opt for phone instead of Teams sessions.



Need more guidance on using Teams?
No problem, click below for more information.

[Learn more here](#)

POLICY

CANCELLING OR RESCHEDULING

48 hr

We have a 48 hour cancellation policy.

If you need to cancel or rearrange an appointment, please give 48 hours (2 working days) notice from the time of your appointment- weekends not included.

If you're paying for your sessions yourself:

If you cancel or change your appointment within 48 hours (2 working days), or do not attend your appointment on the day, you will not receive your deposit back and you will be required to pay a deposit again to re-book. Outside of this, we will be happy to help you re-book the appointment and transfer your deposit over.

How to get in touch to cancel, reschedule or just general enquiries:



mediation@talklistenchange.org.uk



0161 872 1100



ADDITIONAL SUPPORT

EXTRA RESOURCES

Please note that TLC: Talk, Listen, Change offers a wide variety of different services to help individuals and families at difficult points in their lives and so aside from attending Family Mediation it may be helpful to have a look at our [website](#) so you are aware of other support available.



SPIP - A program for parents who have separated which helps parents understand how to put children first.



Kids In The Middle®

Empowering support for children and families as they experience difficult family transitions.

www.kidsinthemiddle.org/



Co-Parent Hub

The Co-Parent Hub provides information and advice for separated parents.



**citizens
advice**

For a wide range of information including about family law, benefits, debt and housing

www.citizensadvice.org.uk



The Family Justice Young People's Board, a group of young people who have experience of family separation, has published Top Tips for Separated Parents.



THANK YOU FOR CHOOSING TLC

We're looking forward to supporting you through mediation.

Privacy

We are committed to protecting and respecting your privacy in line with the EU General Data Protection Regulation 2018 & the Data Protection Act 2018. To learn more about how we keep your personal information secure, click below

[Learn More](#)

Got something to tell us?

We'd love to hear from you as we're always looking to improve our service. Just email us directly or fill in our short online form to tell us what you think.

[Feedback](#)