



**National  
Mediation  
Helpline**

The Mediation Clinic is a member of the civil mediation council and is on the National Mediation Helpline panel of accredited mediation providers for the Kent area.

**The main areas of dispute that the clinic covers include:**

- Consumer/debt disputes
- Commercial/business disputes
- Construction/building disputes
- Personal injury and clinical negligence
- Family/relationship breakdown disputes
- Inter-student, student staff and university related issues
- Workplace issues externally referred
- Community based disputes including those involving neighbours, landlord and tenant/ housing and planning disputes

**What are the costs of civil and commercial mediation?**

Amount you are claiming	Fees (per party)	Length of session	Extra hours (per party)
£5,000 or less	£50 + VAT	1 hour	£50 + VAT
£5,000 to £15,000	£300 + VAT	Up to 3 hours	£85 + VAT
£15,000 to £50,000*	£425 + VAT	Up to 4 hours	£95 + VAT

\*If the claim is for more than £50,000 the fees will need to be agreed with the mediation clinic

**What are the costs of family mediation?**

Gross annual income	Fees (per party)	Length of session	Extra hours (per party)
Under £30,000	£50 + VAT	1.5 hours	£50 + VAT
£30,000 to £40,000	£100 + VAT	1.5 hours	£85 + VAT
Above £40,000	£150 + VAT	1.5 hours	£95 + VAT

Mediation is free for those on a low income who are eligible for public funding (legal aid). You can find out if you are eligible for a fee waiver by completing the legal aid calculator on our website.

**For more information about the Mediation Clinic contact:**

Ben Waters – Director  
**Tel:** 01227 767 700 ext. 2253  
 Rachel Levett – Administrator  
**Tel:** 01227 863 026  
**Email:** mediationclinic@canterbury.ac.uk



The Mediation Clinic at Canterbury Christ Church University  
 St Martin's Priory, North Holmes Road, Canterbury, Kent CT1 1PW

[www.canterbury.ac.uk/mediationclinic](http://www.canterbury.ac.uk/mediationclinic)

# Mediation Services

Mediation – The quick, effective, low cost way of resolving disputes without going to court



## About the Mediation Clinic at Canterbury Christ Church University

The University's Mediation Clinic was established in January 2008 to provide a quick, efficient and low cost professional alternative dispute resolution service for local communities in Kent.

Through the University's network of campuses, mediation services are offered in Canterbury, Broadstairs, Folkestone, Medway and Tunbridge Wells.

A wide range of disputes that have been dealt with by the clinic's nationally accredited mediators have effectively been resolved within a day or less, at a significantly lower cost than litigation. For those who qualify for legal aid, the service is free.

### What is mediation?

Mediation is a wholly voluntary process conducted confidentially in a neutral setting whereby parties to a dispute are empowered to resolve their differences in a structured yet informal environment with the guidance and assistance of an impartial mediator who does not take sides.



### Mediation is:

**Voluntary** – It is important that all parties wish to be involved in resolving the dispute via mediation, rather than seeking more confrontational or adversarial methods.

**Confidential** – Once you and the other party have agreed to try mediation, you will be asked to sign a confidentiality agreement.

**Impartial** – The mediation process is neutrally facilitated by an impartial third party mediator, which brings a completely different dynamic to the negotiations. The mediator's task is not to take sides or pass judgement, but to assist in finding a mutually acceptable solution to the dispute which may well have reached a position of stalemate.

**Empowering** – You will be empowered to resolve the differences you have with the support of an impartial mediator. The flexible nature of the mediation process gives you the opportunity to find a solution to your dispute which you are comfortable with and one which a court may not be able to provide. You will have full control over the process and can call the mediation to a close at any time; however, with the assistance of the mediator you will be given a real opportunity to explore a whole range of options.

### Why choose mediation?

Mediation is a quick, effective and low cost way of resolving a dispute without going to court.

Apart from those cases where there is need for a precedent, issues concerning government policy or cases which have aspects bordering on criminal responsibility, there is really no dispute which we, as a mediation service provider, will not treat as being suitable for mediation.

It is for you and the parties involved to decide if you wish to submit your dispute to mediation.