

Community Mediation

Going to court to resolve a dispute costs time, money and causes stress. Citizens Advice Jersey provides a confidential mediation service that can bring all parties together with a trained mediator to help talk through differences and bring about an outcome which everyone is comfortable with.

Community mediation has a high success rate and can help to resolve issues such as:

- disagreements between neighbours
- disputes between landlord and tenant
- disputes with trades or government

If the dispute involves a sum of money, it should be for less than £30,000 and all parties involved must agree to the mediation.

If an agreement is reached, the mediator will write an agreement document for all parties to sign.

Booking a mediation session

Complete an application form, available from Citizens Advice or this link -

https://www.citizensadvice.je/wp-content/uploads/2021/05/Community_Mediation_Form.pdf

After the form is submitted and actioned, the other party will have 10-working days to respond.

Mediation sessions take place in the Citizens Advice offices at St Paul's Community Centre. Sessions take place during the week from 3.15pm at the earliest date that all parties are available.

It is expected that sessions will last no longer than 2 hours each and each party will be charged £20.

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