

## WHAT ARE THE EXPENSES OF MEDIATION?

The expenses of mediation vary according to its type, namely mediation by a trusted third person, judicial mediation or mediation by legal aid providers. If you go to court and use judicial mediation as a dispute resolution method, you will be reimbursed for half of your court fees.

Mediation may be free if the parties nominate a mediator who agrees to act on a voluntary basis. Alternatively, the parties might have to pay fees to the mediator if this is agreed between the parties.

**All mediation services provided by the ICLA department at NRC are free of charge.**

## WHAT TYPES OF DISPUTES CAN BE MEDIATED BY ICLA?

- Landlord and Tenant Relationship Support
- Other Disputes Related to tenancy rights
- Disputes with Neighbors or amongst Community
- Disputes between Employer and Employee
- Contracts



For further information, please contact the ICLA department at NRC via the hotline number:

Amman: 0797972390

Sunday to Thursday 9:00AM to 3:00PM

All the information mentioned in this document is for public view and is not an alternative for seeking counselling from a qualified lawyer.

All of the services provided by NRC are free of charge



Schweizerische Eidgenossenschaft  
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Federal Department of Justice and Police FDJP  
State Secretariat for Migration SEM



Ministry of Foreign Affairs of the Netherlands



# MEDIATION

This brochure was designed to provide information around the process for mediating disputes. It sets out the benefits of mediation and provides a simplification of the process

NORWEGIAN  
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## WHAT IS MEDIATION?

Mediation is a voluntary process in which an impartial person (the mediator) helps resolve disputes between two or more parties in order to allow them to reach a mutually acceptable agreement.

Mediation is intended to identify issues, clarify any misunderstandings, explore solutions, and finally reach agreement.

## HOW CAN MEDIATION HELP ME?

In the event of a dispute between two parties such as landlord and tenant, employer and employee, or other parties, mediation can be a fast, cheap and effective way of resolving the dispute. As parties are encouraged to agree on a solution, mediation can often minimize ongoing tension and conflict between parties.



## WHAT ARE THE BENEFITS OF MEDIATION?

Mediation promotes communication, cooperation, and provides a basis for you to resolve disputes on your own. In addition, it can reduce hostility and preserve ongoing relationships. Moreover, it allows you to make mutually acceptable agreements tailored to meet your needs. It is often cheaper and faster than going to court. Finally, mediation can result in a win-win solution.

## WHAT IS A MEDIATOR'S ROLE?

The mediator is not a judge and therefore, does not impose any solution on any party. The mediator helps persons who are involved in the dispute talk to each other, thereby allowing them to resolve the dispute themselves. The mediator manages the mediation session and remains impartial and neutral.



## HOW DOES MEDIATION WORK?

At the mediation session all parties present a summary of their points of view. Normally, the mediator will meet privately with each party to explore more fully the facts and issues of each side. These private meetings offer each party the opportunity to express their anger or frustrations outside the presence of the opposing side. The mediator will usually continue discussions alternatively with each party, carrying settlement proposals back and forth until an agreement is reached. The agreement is then reduced to writing, and signed by the parties.

The process can be summarized as follows:

### 1. **Contacting and meeting with the mediator**

The first step is for you to express your need for assistance in resolving the dispute between you and the other party.

In some cases, the parties have already agreed in the contracts between them to use mediation as the first means of dispute resolution. In other cases the parties agree to use mediation to resolve the dispute only after the dispute arises.

### 2. **Gathering information and contacting both parties**

Once you agree to the mediator, you must provide him/her with your side of the story and grant him/her the right to contact the other party to hear their side of the story. The other side must also consent to the mediator and the process of mediation.

### 3. **Joint and separate meetings between the disputants**

Depending upon the situation, the mediator might use separate meetings between the parties or joint meetings.

Any information that you disclose to the mediator in the separate meetings should be regarded as confidential unless you grant the mediator the right to disclose any part of that discussion to the other party.

### 4. **Reaching partial or full agreements**

One of the main goals of the mediators is to build bridges of communication between you and the other disputant. During the mediation process the mediator may try and narrow down the issues of dispute in order to reach agreement on issues along the way. This may make it easier to reach a full agreement on the main dispute. If not, at least some of the issues may be resolved.

### 5. **Documenting the agreement**

As the final part of the mediation process, the mediator should be able to draft an agreement that consists of everything that you and the other party have agreed on. You should read it and amend it if it doesn't represent your agreement

The main role of the mediator is to build bridges of communication. ; Your coordination with him/her is important for resolving the dispute in a mutually acceptable manner. In case you have any doubts about the mediator or about his/her impartiality or neutrality you can notify them. If they do not deal with your concerns, you should stop the mediation process and seek advice.