



For more information about how mediation works and can help you visit www.minervamediation.com or contact me with brief details of the type of problem and the number of parties for a time estimate and quote.

- Confidentiality, impartiality and a genuine commitment to helping clients find a solution that is right for them.
- Expert chairing of meetings so that all parties feel able to speak and be listened to.
- Guidance on how to prepare and what to expect.
- Meetings can be set up in as little as a week.
- Transparent fees at affordable rates, fixed fees available.



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***Affordable,
Effective, Dispute
Resolution With
Integrity***





MINERVA MEDIATION

Independent Impartial Dispute Resolution

Minerva Mediation is a specialist civil mediation practice which focusses on early resolution of disputes by encouraging the parties to understand each other's position and to develop mutually acceptable solutions.

Minerva Mediation's principal Mediator is **Rita Jackson LLB** who has over 25 years experience working in law firms and community organisations, including 17 years as a litigation solicitor. Rita trained to be a Mediator after experiencing first hand the benefits of mediation which allows clients to;

- Speak about what is important to them.
- Clearly identify the issues and concerns of each side.
- Consider options that may not be available in Court.
- Retain control of how the dispute is resolved.
- End a dispute at a fraction of the cost of going to Court.
- Preserve and even improve ongoing relationships.

The techniques of mediation can also be used to assist organisations in resolving complaints and community groups in developing a common aim and strategy to tackle members' concerns.

“Being prepared to mediate is not a sign of weakness. It is a sign of a pragmatic and sensible attitude to resolving problems.”

There are few disputes that cannot be mediated. Mediators do not “judge” the rights and wrongs of a situation. Minerva Mediation can help resolve a full range of civil disputes quickly and cost effectively including;

- Landlord & tenant.
- Builder & client.
- Personal injury.
- Local Government & Public Service complaints.
- Neighbour disputes & community issues.
- Professional fee & service disputes.
- Workplace conflicts.

Mediation does not affect your right to go to Court if the dispute is not resolved.

Services

Independent Facilitative Mediation

Unbiased expert hosting of confidential, “without prejudice” discussions to encourage disputing parties to suggest and develop practical solutions as an alternative to the court process without fear of proposals being used against them in the event that all issues are not resolved.

“Moving Forward”

An independent mediation based service to help groups of people identify and express their interests, discuss their differences and common ground and develop a strategy to tackle issues of common concern.

Independent Complaints Resolution

Designed for small to medium sized organisations, this service offers an unbiased, independent third party review with recommendations to deal with complaints which have not been resolved by the referring organisation. Recommendations are not legally binding but seek to provide a speedy practical and acceptable alternative to time consuming and often expensive legal and ombudsman processes.