

## What does the Community Mediation Service for Graz offer?

We listen to you if you have a dispute with your neighbours.

We are happy to counsel you by phone and/or on site in a personal talk and inform you of possibilities and ways to come up with a mutual settlement of the dispute.

If it seems sensible that a mediated face to face meeting of the disputing parties involved will facilitate a settlement of the dispute, we can invite all parties involved to a mediation talk.

The aim of such a mediated discussion is a mutually satisfactory settlement of the dispute. The actual results and steps are put down in a written agreement. The agreement is a voluntary declaration of the conflicting parties to actively facilitate the improvement of the situation.

In the case that some of the conflicting parties do not agree to a mediation procedure, we are committed to counseling and supporting you to find alternative dispute resolution possibilities.

But don't forget that these processes may take time, they do not happen overnight.

## How to contact the Community Mediation Service team:

### Friedensbüro Graz

8010 Graz, Wielandgasse 7

Phone: 0316/872-878

E-Mail: [nabas@friedensbuero-graz.at](mailto:nabas@friedensbuero-graz.at)

### Opening hours:

Monday and Thursday  
from 8:00 to 13:00

Tuesday  
from 13:00 to 18:00

You may call for an appointment outside our opening hours!



COMMUNITY MEDIATION  
SERVICE GRAZ  
A WAY OUT OF CONFLICT



GRAZ  
INTEGRATION  
WOHNUNGSWESEN

friedensbüro GRAZ

## Trouble with the neighbours?

It is quite normal for conflicts to arise in our daily social life.

This is especially true when many people live close to each other. Their different needs can lead to disputes. What someone will consider pleasant music, may already be unbearable noise pollution to someone else.

This does not mean that people disturb one another on purpose. Everybody wants to live in peace without stress or anger.

If you feel disturbed in your community environment, you should act right away, in order to decisively resolve issues and misunderstandings as early as possible!

## What can you do?

It may help to ask yourself the following questions:

- What exactly is it that is bothering me? When and why do I feel annoyed?
- Have I ever clearly told my neighbour what the problem is and what my concerns are?
- Can I think of a possible explanation for the disturbing behaviour of my neighbour, that I have not thought of before?
- Do I have any idea for a constructive solution upon which both parties might agree?

## But what if none of the above works?

If you have tried your best to resolve the dispute peacefully but were not successful and, therefore, this issue remains unresolved, you can turn to the Community Mediation Service for help.

We are working on behalf of the City of Graz.

We support and assist residents of housing estates in finding solutions to problems resulting from disputes between neighbours.

Our conflict resolution counseling and mediation service is free of cost!

## Tip

If you are feeling annoyed or even angry, try to calm down BEFORE you talk with your neighbour. If that is not possible, try to have the talk some hours/days later when you have calmed down. .

## What is Mediation?

Mediation is also called conciliation and is a way of conflict resolution, in which the disputing parties involved are assisted by a neutral specially trained person, the mediator, in reaching a settlement in their dispute.

