

## The Resolution Service comes to Selsey!

The Selsey Community Forum is delighted to be working with Will Chalmers, CEO of The Dispute Resolution Agency (DRA), and local resident, to provide a free support service to help our community with conflict and disputes.

### What is the Resolution Service?

The Resolution Service provides residents with access to an expert who can help work out how to resolve conflict and disputes.

We are providing 30-minute sessions that you can book to speak to Will and the volunteer team. We are having a space in the **The SHOP, 89 High Street Selsey PO20 0QL** and will be available for face to face appointments. We are also running a weekly telephone service to help those who cannot attend in person.

### What will I get from attending a resolution session?

The aim of your session is to understand the issues and options to move forwards. In your 30-minute session, you will talk to the advisor about the issues that you are dealing with and who is involved. We shall explore what you have been doing to try to make things better, and we will identify which pathway would work best. We have grouped your options into three Resolution Pathways:

1. **Self-Resolution Pathway** (you can fix things with minimal or no support)
2. **Neutral Support Pathway** (you need someone who can help you without taking sides)
3. **Decision Making Pathway** (you need someone to make a decision)

Our aim is to help you have clear options and to understand next steps (which may involve seeking professional advice, working with a mediator, or accessing a professional body). Once you have this session, you can make an informed decision about what you want to do next.

Following the session, your advisor will complete an outcome form, which will be emailed to you. If you need this in another format, please speak to your advisor.

### Do I have to pay for the session?

No. We are delighted that this service is FREE to all Selsey residents. It is part of a wider scheme to help local people resolve matters and The DRA is committed to helping people find lasting solutions to problems.

### Can I have more than one session?

Yes! We want to encourage you to have the support you need to self-resolve your issues. If you feel you need a further appointment, you can book one via the website or speak to the team, or pop into the Care Shop on the High Street.

### What happens if I need to access resolution services?

If you need a formal service such as mediation or legal advice or guidance, we will talk through your options. You are not obliged to use our services, but you will be provided with information that you

can review about accessing professional services which will include external bodies where appropriate.

### **Are your services free?**

***We provide community mediation for free.*** Community mediation is a neutral service which helps neighbours with their conflict (parking, noise, behaviour issues etc.). Other services are chargeable and we will provide you with an estimate of costs for comparison.

### **How do I book a session?**

We have a simple bookings process. We need to capture some information about you and will ask you to submit this via our online form on our website. Once you have completed this information, you will be taken to our bookings page (Microsoft 365 Bookings).

**To book a session head to <https://disputeresolutionagency.com/resolution-sessions>:**

1. Choose 'in-person' OR telephone
2. Select the next available date and time
3. Complete the information (we need your contact details to be able to speak to you)
  - a. You will receive a notification to confirm your email address and provide a code (this is for security and to ensure that we only receive genuine bookings – no nasty robots!).
4. Once your booking is complete, you will receive an email notification.
  - a. You can cancel and re-schedule your booking from the link provided in your email.

### **If you cannot book online:**

You can speak to our team on the phone by calling 03300 431 757 or emailing us via [help@disputeresolutionagency.com](mailto:help@disputeresolutionagency.com) OR you can pop into the Care Shop and ask a volunteer to help you make a booking on your behalf.

You can see more about the Resolution Service and our FAQs here:

<https://disputeresolutionagency.com/resolution-sessions> or speak to our team on 03300 431 757.