

## The Mediation Centre Mitrovicë/ Mitrovica:

- Receives, schedules and manages cases
- Supports mediators in coordinating and implementing activities via:
  - > Creation and management of a database of mediators and issues in mediation
  - > Promotion of innovation and effectiveness in mediation
- Maintains confidentiality of all case activity and client information
- Promotes mediation as alternative dispute resolution
- Develops and implements trainings for mediators
- Facilitates working relationships with judges, attorneys, social workers, service providers and other professionals and individuals involved in mediation process
- Implements and coordinates the Mediation Center's activities in compliance with the mediation protocols, rules and regulations, particularly the Law on Mediation.



Berlin Center for  
Integrative Mediation



Stabilitätspakt für Südosteuropa  
Gefördert durch Deutschland  
Stability Pact for South Eastern Europe  
Sponsored by Germany



NORWEGIAN EMBASSY



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Federal Department of Foreign Affairs FDFA



**MEDIATION CENTER**  
MITROVICË / MITROVICA

### Mediation Center Mitrovicë/Mitrovica

**South Office**, Boulevard "Isa Boletini" No. 14,  
Mitrovica

Phone (landline): +381 (0) 28 535 085

Mobile: +377 (0) 45 309 716

### Mediation Center Mitrovicë/Mitrovica

**North Office**, Ulica Čika Jovina bb, North City

Mobile Phone: +38164 430 77 85

+37745 309 727

+37745 822 828



**MEDIATION CENTER**  
MITROVICË / MITROVICA

### **What is mediation?**

“Mediation is a process whereby a third party assists two or more parties, with their consent, to prevent, manage or resolve a conflict by helping them to develop mutually acceptable agreements. The premise of mediation is that in the right environment, conflict parties can improve their relationships and move towards cooperation. (...) Mediation is a voluntary endeavor in which the consent of the parties is critical for a viable process and a durable outcome.” (UN Guidance for Effective Mediation, 2012). Mediation is known as a conflict solving instrument that supports sustainable and long-lasting solutions, because it improves relations between conflicting parties.

### **What is the mediator’s role in disputes?**

A mediator is independent. Within the mediation process, the main role of the mediator is to assist in the voluntary resolution of a dispute and to support all parties.

The duty of the mediator is to assist all disputing parties equally.

### **What are the benefits of mediation?**

Benefits of mediation include: efficiency (most cases are resolved within several sessions), sustainability (mediation leads to sustainable solutions), confidentiality (parties and mediators maintain confidentiality of the process), success (the percentage of successful cases is very high).

### **Who are the mediators?**

According to European mediation standards, mediators have completed several training programs required by the Mediation Commission and are obliged to respect the mediator’s code of conduct. Mediators come from diverse professional backgrounds: lawyer, economist, businessman, psychologist, teacher, social workers, among others. Mediators can be selected from the list provided by the Mediation Center.

### **Is mediation confidential?**

Yes, the mediation process is strictly confidential. Only parties and the mediator can be present during mediation. The mediator has the duty to keep names of parties involved and content of the mediation, as well as the process, strictly confidential.

### **What does mediation cost me?**

The costs of mediation depend on whether it is a court-referred case or out-of-court mediation. In case of court-referred mediation, parties do not pay for mediation service, whereas in out-of-court mediation parties will pay a humble fee that goes to the mediators for their service. The costs of mediation are significantly lower than the costs of Court adjudication.

You can find more about the costs of mediation on our website.:

[www.mediation-mitrovica.org](http://www.mediation-mitrovica.org)

### **How does mediation begin?**

Court referral – if a case is in court, a judge can suggest that parties try mediation, or these parties could come to the conclusion themselves. If parties agree, the court would refer the case to the Mediation Center, which would return the case to the court at the conclusion of the mediation process.

Initiation from the parties – in unresolved contexts, which are not at court, the Mediation Center advises whether the case is appropriate for mediation. The Mediation Center would contact all parties to clarify details of the mediation process and invite them to meet in the Center.

### **Is the mediation agreement executive?**

If a case is referred by the court, the judge will sign an agreement with involved parties and the mediator, which becomes executive. This means, there is a legal and enforceable contract. If all parties agree to an out-of-court mediation, an equally-binding agreement can be reached.

### **Where is mediation obtained?**

For mediation services, contact:

Mediation Center Mitrovicë/Mitrovica North at Ulica Čika Jovina bb, North Office, North City

and/or

Mediation Center South at Boulevard Isa Boletini, no. 14, Mitrovicë/Mitrovica, Kosovo