

# The National Mediation Service (Konfliktrådet) is

## **On a voluntary basis**

The parties may withdraw at any time

## **Free of charge**

Counselling and case management

## **For all age groups**

Parents usually accompany individuals under the age of 18

In criminal case, guardians are required to participate

## **Nationwide**

12 local Mediation Services with 22 offices from south to north

## **Timely case processing**

The mediation meetings are scheduled quickly and in accordance with the needs of the parties

## How to reach us?

For more information, videos and podcasts, please visit our website [www.konfliktraadet.no](http://www.konfliktraadet.no) You can also find contact details to your local Mediation Service.

If you are unsure whether you want a meeting – or just have questions – please contact us before you decide what do to. All employees and mediators have a duty of confidentiality.

Email: [post@konfliktraadet.no](mailto:post@konfliktraadet.no)

**Meetings  
between people  
for a safer society**



The National  
Mediation Service



The National  
Mediation Service

Need help regarding  
a conflict?



## Why use the National Mediation Service?

The National Mediation Service can help you with resolving conflicts whether they are criminal offences or civil cases. The National Mediation Service provides for voluntary meetings where the parties can describe in their own words as to what has taken place, how it was experienced and for the parties to concertedly find good solutions.

The National Mediation Service has about 550 volunteer mediators throughout the country. At the meetings, the mediator assist in the facilitating of better insight into each parties' actions, views, feelings and the addressing of questions by both parties. It is the parties who contribute to the content if an agreement is entered into.

The mediators must also approve the agreement. Regardless of age and place of residence, everyone is welcome to use the National Mediation Service, which is free of charge.

## Please contact us, if you:

- find yourself in a conflict you are unable to resolve
- have been the victim of a crime
- wish to rectify something you regret
- wish to work through a painful experience
- wish to talk things over with the other party
- wish to influence the solution
- wish to put the incident behind you

## The National Mediation Service offers:

- a non-binding preliminary discussion
- an impartial mediator
- a meeting on a voluntary basis on matters that are considered suitable within a short period of time
- help to enter into an agreement that may involve financial compensation, employment agreement or anything else you agree on

The National Mediation Service handles both criminal offences and civil conflicts.



“A good meeting can allow for positive changes”

“It is never too late to talk”

## What kind of cases?

These may include:

- vandalism
- threats
- violence
- domestic violence
- burglary
- bullying
- theft
- neighbour disputes
- family conflicts
- hate speeches

In criminal cases, mediation at the National Mediation Service can be used as a punitive response if the case is deemed appropriate. The meeting will focus on the consequences and needs resulting from the crime for the parties involved. Meetings at the National Mediation Service can help to reduce fear and to prevent the occurrence of new negative events.

In civil cases, meetings with an impartial mediator can allow for a dialogue that is more constructive.

A meeting at the National Mediation Service can clear up misunderstandings and open up for opportunities. When a conflict is examined from multiple sides, it can be easier to find a solution that is acceptable to everyone.