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## Mediation

Disputes can be solved without going to court. You can also consider an alternative dispute resolution (“ADR”) techniques such as mediation if you are unable to settle the dispute by yourself.

Mediation can be defined as a structured process whereby two or more parties to a dispute attempt by themselves, on a voluntary basis, to reach an agreement on the settlement of their dispute with the assistance of a neutral and qualified third party (“mediator”). This process may be initiated by the parties or suggested or ordered by a court or prescribed by the law of a Member State.

Mediation can be used to resolve disputes with a firm, a tradesperson, your employer, even a member of your family, in your own country or abroad.

The process of coming to an agreement through mediation is usually faster and less expensive than a court proceeding.

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