

What is MEDIATION?

Mediation is a method of resolving conflict where disputing parties can sit down together with a skilled impartial individual called a mediator. The mediator will help you work out a satisfying solution to the problem that is acceptable to everyone involved.

Mediation is a voluntary & flexible process where all parties participate in peaceful conflict resolution. The Sitges city council makes this available to citizens free of charge.

What does the mediation service provide??

Mediators are specialists in conflict management and will analyze and support parties in finding satisfactory alternatives. The objective is to restore dialogue and normal relations within the co-responsibility of the parties involved in the conflict.

How can I access the community mediation service?

First, one party needs to make the request. From there, the mediator will contact the different parties involved to assess the feasibility of the mediation process.

parlem?
¿hablamos?
shall we talk?
parlons?

APPOINTMENT required

✉ mediacio@sitges.cat

📞 603 850 967

Find us at

Plaza del Ayuntamiento
corner of calle Mayor
and at the OAC of the Poble del Garraf
and at the OAC of Les Botigues de Sitges



sitges.cat/mediacio



Servei de
MEDIACIÓ



Are you involved
in a dispute or conflict
you wish to resolve?

WE CAN HELP YOU!



Ajuntament de Sitges



PARTICIPACIÓ



Diputació
Barcelona

Servei de MEDIACIÓ

Areas of action

Non-compliance
with by-laws



Economic
activities



Neighbourhood



Associations



Families



Schools

Use of
public areas



Civility



Domestic
animals



Types of conflicts

Dampness



Noise



Air
Conditioning



Personal
relations



Apart from this list
of conflicts, if you find yourself
in a situation that could
be mediated,
please contact us!

MUNICIPAL MEDIATION DOES NOT INTERVENE IN CONFLICTS:

Separation and divorce.
In which the City Council is a party.
Commercial or consumer disputes.
With open legal proceedings.
Gender violence.