

UKULAMULA

DHEXDHEXAADIN

MEDIATION

CONFLICTS AND DISPUTES?

WE OFFER FREE MEDIATION SERVICES FOR REFUGEES IN SEVERAL LANGUAGES!

MÉDIATION

وساطة

посередництво

MEDIACIÓN

پادر میانی

People who have fled their homeland face many challenges in a new and unfamiliar country. This can lead to misunderstandings, tension, and conflicts. For example:

- disputes in accommodations
- problems with neighbors and/or authorities
- disagreements within the family, with acquaintances, or with people we deal with on a day-to-day basis



OUR SUPPORT:

With professional help, these conflicts can be effectively resolved! Our team of experienced and neutral mediators assists refugees in resolving conflicts and disputes.

We help with:

- understanding your interests and needs,
- finding solutions to benefit all parties involved,
- implementing these solutions independently.

WE OFFER:

- **free mediation:** We resolve conflicts free of charge and confidentially.
- **multiple languages:** Mediation can be conducted in the refugees' native language or with the help of interpreters.
- **flexible appointments:** Mediation takes place in person or online via Zoom.

WHICH LANGUAGES DO WE SPEAK?

German, English, French, and Spanish. Additionally, we can mediate in the following languages: Albanian, Arabic, Bengali, Dari, Hindi, Pashto, Polish, Russian, Turkish, Ukrainian, Urdu, Uzbek and Vietnamese.

WE ARE HERE FOR YOU!

Our team of experienced and neutral mediators supports you in resolving your disagreements and disputes. **Our conflict hotline is free of charge and available daily from 8:00 AM to 8:00 PM, and on Saturdays from 4:00 PM to 8:00 PM also in English.**



Phone: 0800 – 247 36 76

**WE CAN FIND A SOLUTION
EVERYONE CAN LIVE WITH!**

BUNDESVERBAND MEDIATION E.V.

The largest association of professional conflict mediators in Europe.
Committed to constructive conflict resolution for 30 years.