



Introduction to mediation

Mediation is a voluntary process of conflict resolution in which the mediator person helps the conflicting parties to consensually resolve their conflict and to clarify existing misunderstandings. The mediator, an impartial third-party, promotes the search for solutions, is equally obliged to all parties involved, irrespective of interests and ensures a fair, transparent, and efficient course of mediation. In this matter, the mediator has no right of decision.

Mediation is regulated by law in Switzerland. As an alternative to judicial conflict resolution, it offers solutions that go well beyond the legal solution. Legal aspects are also part of the solution as well as emotional and practically relevant topics.

The focus is on a binding and viable agreement. The relationship with the affected is maintained or restored.