

香港和解中心簡介

香港和解中心於1999年成立，是香港首間獲政府認可為慈善機構的專業調解組織，擁有接近900位來自不同專業界別的會員。十多年來，香港和解中心一直致力推動調解，專注發展多元化調解服務，透過教育和宣傳將調解推廣至社區。此外，香港和解中心亦積極與本地及海外多個調解仲裁機構合作，分別創立多個主要調解組織，包括聯合調解專線辦事處、香港調解資歷評審協會有限公司、內地-香港聯合調解中心、粵港澳商事調解聯盟、亞洲調解協會等，把香港的調解方式推廣至世界各地，致力提高香港在國際調解平台上的聲譽和地位。

甚麼是調解?

調解是一種於訴訟以外非常有效的解決爭議方法，由中立和受過專業訓練的調解員在不作出判決的情況下，協助爭議各方當事人進行協商，以達致共同接受的解決方案，並協助擬備<<經調解的和解協議>>。

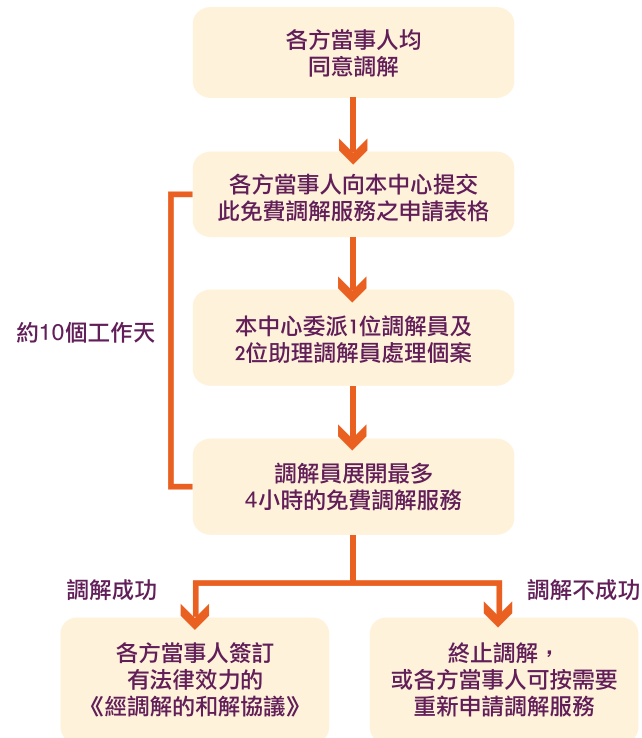
調解有甚麼好處?

- ◆ **保密:** 調解過程及和解條款可予以保密及不外洩，保障當事人的私隱及最大利益
- ◆ **安排靈活:** 調解可於訴訟之前，或於訴訟的任何階段開始，且調解過程及和解方案亦較靈活
- ◆ **省時省錢:** 當事人無須把爭議訴諸法庭，省卻訴訟引致的高昂費用和時間及過程的不確定性
- ◆ **互利雙贏:** 調解可避免對抗式訴訟中出現的衝突和風險，可按各方當事人的真正需要達成他們接受的和解協議
- ◆ **執行性強:** 調解屬自願性質參與，各方當事人自行作出決定且達成和解協議，因而更願意遵守協議內容
- ◆ **修復關係:** 調解可避免出現對峙局面，有助修復及改善各方當事人的關係

甚麼個案適合申請此免費調解服務?

香港和解中心為總爭議金額少於港幣\$100萬元的合適個案提供4小時免費調解服務，包括：鄰舍糾紛、學校糾紛、樓宇糾紛、租務糾紛、家庭糾紛、大廈管理糾紛。

如何申請此免費調解服務?



免費社區調解服務計劃申請表可於本中心網頁下載：
<http://www.mediationcentre.org.hk>

備註:

1. 個案涉及總爭議金額少於港幣\$100萬元。
2. 香港和解中心保留接納申請最終決定權。
3. 如有需要，調解員或會安排初步會議，而各方當事人亦須於正式調解會議進行前簽署<<調解協議>>以示同意進行調解。
4. 如參與調解人士為機構代表，須於正式調解會議時出示授權書。

常見問題

問: 調解的成功率高嗎?

答: 調解的成功率取決於個案的類別及當事人的參與誠意。世界各地不同機構的統計數字顯示，調解的成功率可以達至七至八成。

問: 如糾紛未能於4小時內調解成功，怎麼辦?

答: 此免費調解服務須於限時內完結；但各方可按需要重新申請調解服務，中心會酌情考慮再次接受個案。

問: 參與此免費調解服務，需要支付任何費用嗎?

答: 本中心不會就此免費調解服務收取任何行政費用或調解員的服務費；本中心更會按情況考慮免費借出場地，方便舉行調解會議。

問: 調解員會提供法律意見嗎?

答: 調解員是中立的第三者，不會為參與調解之人士提供任何法律意見及相關的專業意見，也不會替任何一方作出決定。

問: 在調解前，我需要做什麼準備工作?

- 答:
1. 熟習有關個案的背景和爭議事項
 2. 事先考慮可接受的不同和解方案
 3. 如有必要，可先行尋求法律意見及有關專業意見
 4. 如個別人士的決定對解決爭議起關鍵作用的話，必須安排有關人士出席整個調解過程

聯絡我們 Contact Us

地址: 香港灣仔軒尼詩道245-251號守時商業大廈21樓
(近灣仔地鐵站A2出口)

電話: (852) 2866 1800

傳真: (852) 2866 1299

電郵: admin@mediationcentre.org.hk

網址: www.mediationcentre.org.hk

辦公時間: 星期一至五 早上9時至下午1時
下午2時至下午5時30分
星期六 早上9時至下午1時
星期日及公眾假期 休息

Address: 21/F, Success Commercial Building, 245-251
Hennessy Road, Wanchai, Hong Kong
(Near exit A2 of Wanchai MTR station)

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Email: admin@mediationcentre.org.hk

Webpage: www.mediationcentre.org.hk

Office Hours: Mon - Fri 9:00 a.m. - 1:00 p.m.,
2:00 p.m. - 5:30 p.m.

Sat 9:00 a.m. - 1:00 p.m

Closed on Sundays and Public Holidays





鄰舍糾紛	Neighborhood Disputes
學校糾紛	School Disputes
樓宇糾紛	Property Disputes
租務糾紛	Leasing Disputes
家庭糾紛	Family Disputes
大廈管理糾紛	Building Management Disputes

匯聚各業專才 盡顯調解優勢

Aggregate professionals from diverse fields
Harness the benefit of mediation

About HKMC

Hong Kong Mediation Centre ("HKMC") was established in 1999. HKMC is the first non-profit corporate mediation institution with charitable status in Hong Kong with approximately 900 members from different professional fields. Over the past decade, HKMC have been working continuously on advocating mediation. HKMC dedicates efforts to develop diversified mediation services and popularize mediation in the community via education and various promotions. In addition, HKMC actively co-operate with local and oversea mediation / arbitration organizations, and jointly founded a number of renowned mediation organizations, including Joint Mediation Helpline Office, Hong Kong Mediation Accreditation Association Limited, CCPIT-HKMC Joint Mediation Center, Guangdong, Hong Kong and Macau Commercial Mediation Alliance, and Asian Mediation Association etc, in order to promote Hong Kong's mediation approach to the world and enhance the reputation and status of Hong Kong's mediation services on the international stage.

What is mediation?

Mediation is an effective means in settling disputes apart from litigation. The impartial and professionally trained mediator will assist all parties in undergoing negotiation and reach a settlement that is acceptable to all parties. The mediator will also assist in drafting the mediated settlement agreement.

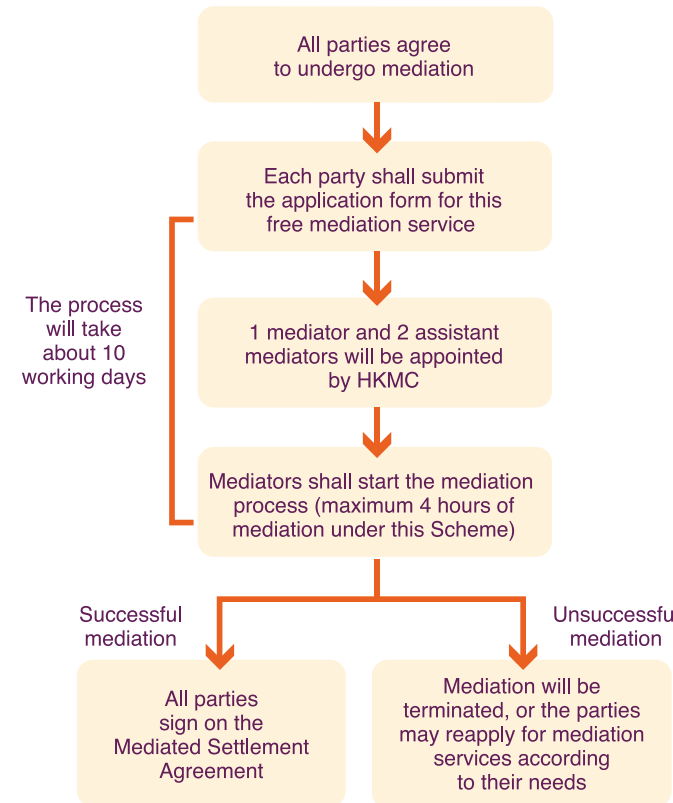
What are the advantages of mediation?

- ◆ **Confidentiality:** Information disclosed during the mediation and mediation provision is confidential and thus protect the privacy and best interest of all parties.
- ◆ **Flexible arrangement:** Mediation can start before any litigation or at any stage during the process of litigation. Also, the mediation process and settlement are flexible.
- ◆ **Save time and money:** You are not required to settle the dispute on the court, which avoid the huge legal expenses and uncertainty involved in process of litigation.
- ◆ **Win-win solution for all parties:** Mediation can avoid the stress and risk of the adversarial court system, which they can reach a settlement that is responsive to the needs of all parties.
- ◆ **High level of execution:** Mediation is a voluntary process which all parties make their own decisions on the settlement agreement. They will thus more willing to comply with the agreement.
- ◆ **Relationship reconstruction:** Mediation can avoid confrontation and facilitate the reconstruction of relationship among all parties.

What cases are eligible to apply for this free mediation service?

Hong Kong Mediation Centre offers a 4-hour free mediation service for cases including neighborhood disputes, school disputes, property disputes, leasing disputes, family disputes and building management disputes which the total amount in dispute are less than HK\$1,000,000.

How to apply for this free mediation service?



You may download the application form of Free Community Mediation Service Scheme at our webpage: www.mediationcentre.org.hk

Notes:

1. The total amount in dispute should be less than HK\$1,000,000.
2. Hong Kong Mediation Centre reserves the right of final decision.
3. The mediator may arrange a preliminary meeting. All parties should sign on the "Agreement to Mediate" before the mediation session in order to show their agreement towards mediation.
4. If the participant is the representative of an organization, an authorization letter should be presented during the mediation session.

Frequently Asked Questions

Question: Is the success rate of mediation high?

Answer: It depends on the case nature and the parties' sincerity during participation. According to the statistics provided by organizations all around the world, the success rate of mediation can be up to 70 to 80 percent.

Question: If the dispute cannot be settled within 4 hours, what can I do?

Answer: The free mediation service shall be ceased within the time limit. However, both parties can reapply for mediation service according to their needs. HKMC will reconsider whether to accept the case again.

Question: Are there any fees and charges for this free mediation service?

Answer: No administrative fee and service charges of mediators will be collected for this free mediation service. HKMC will also consider lending venues for holding mediation meeting free of charge.

Question: Will the mediator give any legal advice to us?

Answer: The mediator is an impartial person who will not give any legal or other professional advices to any parties, as well as imposing a decision on the parties.

Question: Do I need to do any preparatory work before the mediation?

Answer:

1. Get familiar with the related case background and the matters in dispute.
2. Consider different acceptable settlement options in advance.
3. You can seek legal advices and related professional advices beforehand if needed.
4. If an individual has a critical decision in resolving the dispute, the individual is recommended to attend the entire mediation.