

# Integrated Mediation Office (West Kowloon) of the Judiciary

The Integrated Mediation Office (West Kowloon) aims to assist the parties to understand what the nature of mediation is and how it helps the parties, in particular those of the Small Claims Tribunal proceedings, resolve their disputes, as well as to facilitate them to seek mediation from the private practitioners or professional bodies outside the Judiciary.

This office answers enquiries and provides information on court-related mediation on all civil cases, especially for those of the Small Claims Tribunal.

Ways you may attend an Information Session on Mediation Service

- Contact the Integrated Mediation Office (West Kowloon)
- Consult your adviser or professional concerned

## What is Mediation?

Mediation is an alternative dispute resolution process designed to help parties in dispute reach their own mutually acceptable agreements so as to resolve their differences. It is a voluntary process in which a trained and impartial third person, the mediator, assists the parties to communicate and negotiate issues in a private and confidential setting. During the process, each party to the dispute has a chance to put forward his case and to listen to what the other has to say. The mediator's job is not to make a decision for the parties, but to assist the parties to explore the strengths and weaknesses of their own cases and to identify possible solutions, so as to facilitate the reaching of a settlement agreement. A professionally trained mediator is skilled in breaking negotiation impasses and in keeping everyone focused on finding a solution.

## What are the Advantages of Mediation?

- You may avoid the tension and conflict in the adversarial litigation system
- You may save some time and money in not having to contest the matters in Court
- You make your own decisions and reach agreements with which you and the other party may be more willing and ready to comply
- The settlement terms stated in the mediation agreement can be kept private and confidential
- Mediation may help preserve, and even improve, the relationship between parties
- The terms stated in the mediation settlement agreement can go beyond the legal remedies of damages and injunctions to which the courts are limited

## Eligible Disputes

- Civil disputes, including but not limited to water seepage disputes, landlord and tenant disputes, renovation disputes, consumer services disputes, minor personal injuries claims, employment disputes, commercial disputes, goods and services disputes, building management disputes and other disputes
- Dispute amount not exceeding the prevailing maximum claimable amount of the Small Claims Tribunal (currently at \$75,000)

## What's next?

Arrangement will be made for any parties who are interested in seeking mediation and have approached the Integrated Mediation Office (West Kowloon) to attend an information session on mediation. This office will provide the information on court-related mediation service available for the parties and the ways to apply for such service.

Information sessions, enquiry services, pre-mediation consultations and mediation services for Small Claims Tribunal cases are provided and arranged by the Integrated Mediation Office (West Kowloon) free of charge.

Please note that a party's application for information or mediation session will not lead to an automatic stay of the legal proceedings, but the party is subject to the Court's direction in this regard.

## Services and Facilities of Integrated Mediation Office (West Kowloon)

- Reception and general enquiries counter
- Video/Information sessions on court-related mediation
- Pre-mediation consultations
- Arranging mediation service from the private practitioners or professional bodies outside the Judiciary
- Resource corner
- Computer facilities

## Office Hours and Contact Information

Office Hours : Monday to Friday 9am – 1pm  
2pm – 6pm  
(except public holidays)

Address : 2 Ying Wa Street, Sham Shui Po, Kowloon

Telephone : 2388 3070

Fax : 2388 3073

Email : [mediation@judiciary.hk](mailto:mediation@judiciary.hk)

Webpage : [mediation.judiciary.hk](http://mediation.judiciary.hk)

## Please note:

The staff of the Integrated Mediation Office (West Kowloon) are happy to assist you with enquiries on court-related mediation, but they will not provide any legal advice or offer any comment or assistance on the conduct of specific court cases and proceedings. Please note that you should consult a legal practitioner or approach free legal advisory bodies for assistance if you require legal advice or assistance.

The Small Claims Tribunal Information Centre (Information Centre) situated on 1st Floor, Tower B, West Kowloon Law Courts Building provides services to potential litigants before a claim is filed. If you have questions of a procedural nature before you file your claim, you can approach the Information Centre for assistance. Once if you have filed your claim, all enquiries must be directed to the Small Claims Tribunal Registry (3rd Floor, Tower B of the West Kowloon Law Courts Building).

## What are the Arrangements of the Integrated Mediation Office (West Kowloon) in case of Inclement Weather?

Please refer to Typhoon and Rainstorm Warning Arrangements in the Judiciary website ([www.judiciary.hk/en/crt\\_services/business\\_hours\\_typhoon.htm](http://www.judiciary.hk/en/crt_services/business_hours_typhoon.htm)) or radio/television announcements of the same.



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