

Our Purpose

To make a positive difference and impact to the lives of families affected by relationship breakdown.

Our Vision

We will support families to make positive changes that have a lasting impact for generations to come. We will work alongside families during difficult periods of separation, listening to their views and supporting them to make informed decisions about the future. Our values will guide our work from the first contact to the last and will be reflected in our services, systems, and culture. We will continue to develop our services to meet the changing needs of families and will be a leading provider in Scotland. Over the next 10 years, we will continue to grow our services while keeping families at the centre of everything we do.

Our Mission

At Family Mediation West, our mission is to provide a safe, supportive environment where families can maintain and strengthen their relationships. We encourage meaningful connections and positive interactions, ensuring families feel heard, valued, and supported. Through compassionate guidance, professional expertise, and a focus on children's wellbeing, we help families navigate change and build stability.



Our Values

Our values define who we are and how we work. They guide our daily decisions, behaviours, and relationships, helping us stay focused on our purpose and build trust with the people and communities we support.

RESPECT

Children and families are at the heart of what we do. We believe everyone that we support deserves to be treated with dignity and respect by using an empathetic, non-judgemental, and adaptable approach.

IMPARTIALITY AND EMPOWERMENT

We support families without bias within our trusted service. We use an empowerment ethos to help build resilience; so that parents can navigate conflict and change themselves – not just in the moment, but for the future.

INCLUSIVITY

We provide welcoming, equitable and respectful services that respond to a wide range of family-focused needs. We value equality and diversity, ensuring families and staff feel included, respected and supported.

COMPASSION AND KINDNESS

We support families facing complex needs during significant life changes, often alongside conflict and stress. We take a compassionate, sensitive approach to understand their circumstances, provide care and offer support through challenging times.

EXCELLENCE

We are committed to delivering a high-quality service that makes a lasting difference to families. Our work is evidence-informed, and we use feedback and reflection to continually improve. We uphold the highest standards of integrity, professionalism, and ethical conduct.