

Here is Why Mediation Works!

Surveys demonstrate that officers and complainants are satisfied with mediation 85% - 90% of the time.

For the Officer:

- Timely and confidential resolution that will not result in discipline.
- Opportunity to explain “police work”.
- Complaint is considered resolved.

For the Complainant:

- Face-to-Face resolution – an opportunity to have your voice heard.
- Gain greater understanding of “police work”.
- Humanizes the officer, restoring trust and confidence in the department.

Ground Rules:

- Professional mediators will ensure a safe and respectful environment for both the officer and complainant to be heard and understood.

Complaints that may be eligible for mediation

- Was there a breakdown in communication or possible misunderstanding?
- Is the complaint a “he said / she said” situation that will likely be declined?
- Is it possible that the officer or complainant will benefit from understanding the other person’s perspective?

When speaking to the complainant about mediation

- Mediation is an opportunity to work with a professional mediator and meet with the officer in a safe and confidential environment.
- Mediation allows both parties to be heard and understood.
- Mediation is a voluntary process.

If complainant is open to mediation

- Their complaint will be reviewed for appropriateness by Internal Affairs.
- If accepted for mediation, they will receive a letter Internal Affairs and contacted by Community Mediation Concepts for scheduling.

Thank you for your time! We believe you will find mediation to be a positive experience!