

“I’m Not a Bad Person”

- She was on her way to work, a business woman dressed in her business suit. Driving down one of the main roads she was pulled over because her car matched the description of a stolen car.
- Being in a hurry to get to work, she knew she was innocent and immediately got angry with the officer. She started yelling at him in her anxiety and stress. The police asked her to get out of the car and cuffed her while his partner checked out the suspicious car.
- It turns out the car was the exact physical description, but the other information was different and our business woman was innocent, just as she knew.
- She felt the police were insensitive, rude and unprofessional. She was irate, and immediately filed a complaint!
- They met in mediation, neither party was angry or feeling threatened. They were able to constructively discuss the situation. The woman was very anxious to understand why they took the actions they did, and to explain that she is a professional, and just doesn’t react the way she did that day. She was in a hurry, stressed and not sure just what happened, but she was a good person, not a problem to the law and sorry for her over-reaction.
- The officers listened and then went the extra step to say that they were sorry the whole thing happened and they would try to be a bit more patient in these types of situation, rather than being so quick to react.