Citizen - Police Mediation Process

Referrals

Complaint filed by citizen

Review of complaint
- Meets criteria
- Contact information for both officer & citizen

Information to CMC
- Complaint
- Contact information
- Any other information related to the complaint

Time involved
- 1-2 days

Intake

CMC contacts officer
- Explain mediation process
- Explain benefits
- Explain opportunity
- Explain resolution/outcome

CMC contacts citizen
- Explain mediation process
- Explain benefits
- Explain opportunity
- Explain resolution/outcome

Mediation set-up
- Commitment
- Convenient time & location
- Confirmation letter & call
- Preparation materials

Time involved
- 3-5 days

Mediation

Professional mediator
- Experienced
- Specifically trained
- Paid
- Accountable

Mediation session
- Confidential conversations
- Opportunity to understand each other's perspectives
- Ability to honestly and safely discuss and share

Outcome
- Awareness of what police must consider daily
- Awareness of citizen's and officer's human side
- Opportunity to empathize

Time involved
- 1 to 1½ hours

Close

No required outcomes
- No apologies required
- No written agreement
- No evaluation of the parties
- Just "Good Faith Participation"

Frequent outcomes
- Comments, "Oh, I understand."
- Handshakes & appreciation
- Qualified apologies
- Clarity of the situation

Quality control
- Survey of officer & citizen
- Quarterly survey reports
- Follow-up questions, if needed
- Meetings

Report to Chief
- Formal letter
- "Resolved through mediation"
- Nothing in personnel file
- Not a 'conditional' resolution