To prepare for mediation, think about what you need and what a successful mediation would look like to you.

Tips for a successful mediation:
- Be open to share your perspective and share how you were affected.
- Listen – and show that you are listening.
- Be open to learning different perspectives.
- Focus on the issues and remain calm.
- Avoid the temptation to attack.

Date, time and place of mediation will be coordinated by Atlanta Citizen Review Board staff.

Atlanta Citizen Review Board

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The ACRB is a proud agency of the City of Atlanta

Atlanta Citizen Review Board

MEDIATION PROGRAM

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CITIZEN BROCHURE

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THE MEDIATION PROCESS

Mediation is a confidential process in which a neutral mediator helps people find a solution to their conflict that meets everyone’s needs.

Mediation lets people speak for themselves and make their own decisions.

The goal of mediation is to share perspectives and increase understanding of an incident.

A successful mediation occurs when both you and the officer agree that the issues raised by the incident and complaint have been resolved.

Participation in the mediation of an ACRB police misconduct complaint is voluntary. However, if the parties choose to participate in mediation, the parties must attend the mediation and participate in good faith.

If, after selecting mediation to resolve a complaint, you fail to appear for mediation without a valid excuse, the complaint will be dismissed, and you will be ineligible to participate in the ACRB mediation program for twelve (12) months from the date of the missed mediation.

If mediation is successful, the mediator and the parties sign a mediation agreement. The complaint is then closed as “successfully mediated.”

If mediation is unsuccessful, the complaint is referred back to ACRB investigations staff for further review.

WHAT CAN YOU EXPECT

Mediation is an informal process done in a private and non-threatening setting with a trained mediator. The mediation session will usually last about one hour.

The mediator is professionally trained to facilitate discussions and help resolve the issues between you and the citizen. The mediator is unaffiliated with the ACRB or APD or any other department of the City of Atlanta.

The mediator will:

• Listen as you explain the issues of the conflict.

• Ask questions to help you and the officer(s) clarify and understand the issues.

• Guide you through a process to come to an agreement.

• Assist you in writing up an agreement. This agreement signifies that the complaint has been resolved and the ACRB or APD OPS does not have to conduct any further investigation. If you and the officer(s) each sign the agreement, the mediator will give you a copy for your files. At that point, the mediation is finished and is considered successful. The ACRB will then close the complaint.

The mediator will not:

• Take sides, assess blame or tell you what to do.

• Force you to make a decision or agree to anything you do not want.

The mediation process is confidential, except in cases of child abuse, elder abuse and credible threats of violence.

The mediators will not give information shared in the mediation process with anyone outside the process.

ADVANTAGES OF MEDIATION FOR THE CITIZEN

• Some complaints arise from misunderstandings. Mediation can make a significant long term difference in how police/citizens view each other. During an encounter with police, citizens usually don’t have an opportunity to ask the different questions. Mediation provides that opportunity.

• You have the opportunity to share your perspective of the incident with the police officer in a non-threatening environment.

• You have the opportunity for increased empowerment by deciding how your complaint can be resolved.

• You have the opportunity to gain an increased understanding of policing.

• You have the opportunity to ask questions to gain a better understanding of the officer’s actions.

• If successfully mediated, you will have a faster resolution of your complaint against the officer.

“WE BUILD TOO MANY WALLS AND NOT ENOUGH BRIDGES.”

—SIR ISAAC NEWTON