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 explain how you were affected.
• Be open to learning different perspectives.
• Listen – and show that you are listening.
• Focus on the issues and remain calm.
• Avoid the temptation to be defensive.

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

CITY OF ATLANTA
CITY HALL TOWER BUILDING
55 TRINITY AVE. SW
SUITE 9100
ATLANTA, GA 30303

PHONE: 404.865.8622
FAX: 404.564.8401
WWW.ACRBGOV.ORG
ACRB@ATLANTAGA.GOV

THE ACRB IS A PROUD AGENCY OF THE CITY OF ATLANTA

OFFICER BROCHURE

404.865.8622
WWW.ACRBGOV.ORG
ACRB@ATLANTAGA.GOV
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 citizen 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, the complaint will be forwarded for a full investigation 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 ACRB complaint is referred back to the ACRB investigation 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 citizen(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 will not conduct any further investigation. If you and the citizen(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 OFFICER

When an agreement is reached through mediation, the matter is ended. There is no further investigation or disciplinary process.

- A successfully mediated ACRB complaint will not negatively impact the officer’s employment record.
- If successfully mediated, faster resolution of the citizen complaint against you.
- You have the opportunity to gain empowerment through your participation in the process to resolve the complaint.
- You have opportunity to gain better understanding of the impact of your actions in a safe environment.
- Some complaints arise from misunderstandings of police procedures. Mediation can make a significant long-term difference in how the complainant views the police. In the field, officers may not have the time or opportunity to explain their actions. Mediation provides that opportunity.

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

–SIR ISAAC NEWTON